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ABSTRACT

Intended to foster a common language for information exchange about library operations and resources, this handbook provides library managers, boards of trustees, and other library decisionmakers with guidance in identifying items of information from which to obtain factual and comparative data for (1) developing policies and decisions; (2) communicating with constituencies, legislative bodies, and governing organizations; and (3) fulfilling information requests of external agencies. Its scope comprises basic management information needs in academic, public, school, and special library communities. Information is structured and classified according to three basic categories--library environment, library resources, and library programs--and the terms are listed in tables that provide a code number and a page reference to a glossary where each is defined. A chapter that provides general guidelines and suggestions for data collection and use is also included. The appendix acknowledges all of the people and organizations that were involved in the project, and an index provides access to both the classification and definition of terms, as well as "see also" references. (Author/JD)

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HANDBOOK OF STANDARD TERMINOLOGY FOR REPORTING AND RECORDING INFORMATION ABOUT LIBRARIES

U.S. DEPARTMENT OF HEALTH,
EDUCATION & WELFARE
NATIONAL INSTITUTE OF
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January 1979

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National Center for Higher Education Management Systems	National Center for Education Statistics

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CHAPTER I

INTRODUCTION

A. PURPOSE OF THE HANDBOOK

The Handbook of Standard Terminology for Reporting and Recording Information about Libraries outlines the types of information useful for communicating data about library resources and library programs. The Handbook is intended for managers and data collectors in all sectors and at all levels of the library community. The structure of information and related terminology are intended to provide a sound basis for management and planning; to enhance information exchange; and to facilitate reporting to external agencies and organizations. This Handbook provides library managers, boards of trustees, and other library decisionmakers with guidance in identifying items of information from which to obtain factual and comparative data for developing policies and decisions; for communications with constituencies, legislative bodies, and governing organizations; and for fulfilling information requests of external agencies. Ideally, the items and use of data elements defined in this Handbook will enhance the comparability and compatibility of data collected for a variety of reasons and by a variety of organizations; and will reduce duplication and response burden associated with these diverse data-collection activities. In this context, it is hoped that the terminology and data definitions included in this Handbook will evolve into a standard language for inter- and intra-organizational communications.

A primary purpose of the structure outlined in this Handbook is to provide an information foundation upon which to base decisions on complex internal questions and which allows library managers to be responsive to the information needs of their constituents and parent organizations. Fundamental to the need for data by library administrators is the obligation to make well-informed management decisions. Such decisonmaking responsibilities require data for planning and evaluation (of programs and policies); public relations and promotion; resource acquisition and distribution; budgeting; and accountability.

A common difficulty in the interpretation of information is the absence of a relative standard by which to assess the library's operations and resources. The library, like most nonprofit organizations, does not have an overall measure of its success (such as profit) by which to evaluate itself. Instead, the library must depend upon comparative data by which to relate its activity with its own historical performance, or that of counterparts in other settings. In this context, then, the capability to communicate and compare the library's operations and resources is closely aligned to the development of managerial guidelines. In order to implement the necessary exchange of information among libraries, several actions need to be adopted: a common set of data elements needs to be collected at the site(s) with which the library will communicate and compare itself; a common terminology using agreed-upon definitions with which to describe the library has to be employed; and a standard methodology by which to collect and combine the data must be effected. The Handbook presents a guide to the types of information that are important in describing the library and that are fundamental to the comparison of operations and resources among libraries. Thus, a secondary purpose of the Handbook is to provide the basis for translating data from internal systems to external communications mechanisms.

A tertiary data concern is the nature of external reporting requirements placed upon the library by government agencies, professional organizations, and others. The library community has itself supported many data collection endeavors in order to determine operating costs, interlibrary loan traffic, photocopying levels, and additional information about the operations and resources of libraries. The diverse purposes of these efforts have often led to the use of varying data categories and conflicting definitions. This lack of standardization as well as the unique nature of such surveys have prevented comparison of the resulting information. Of equal concern has been the burden placed on libraries to collect data which often do not conform to the types of data collected internally. Ideally, these diverse survey efforts would be based upon standardized terminology and data sets similar to those of internal library data systems. The benefits of standardization among these diverse survey efforts include the enhanced capability to compare and combine data from multiple survey instruments, the reduction of response burden by the use of standard terminology and data categories, and the avoidance of redundant data collection by various organizations. The Handbook is intended to foster a common language which could accomplish these objectives.

A single overview of management information and standard terminology is insufficient to address each of the day-to-day information needs of the library administrator and policymaker. Instead, the Handbook provides a basis for identifying the types of information commonly useful to management and to governmental and professional organizations, and formulates a framework to assist in the interpretation of this information.

B. SCOPE OF THE HANDBOOK

Premise of the Handbook

The scope of this Handbook is intended to encompass basic management information needs in academic, public, school, and special library communities. An underlying premise of the Handbook is that all types of libraries have a common set of functions, purposes, and resources which outweigh the differences in setting, size, or organizational goals. The data base is built upon this common set of descriptors, while accommodating and providing those descriptors unique to each type of library.

Several difficulties in generality, however, should be underscored. There is no typical library, and thus no typical data set appropriate to the individual library. Unique goals and objectives of the individual library preclude dictating the types of data necessary to decisionmaking in that setting. For this reason, it is anticipated and encouraged that the individual library adopting measures of resources and programs from this Handbook will select elements from the data set which meet the needs of the library and its environs. The library administrator should be sensitive to the requisite refinements necessary to efficiently meet local management information requirements. This selectivity should be based on the pragmatic and perceived needs for information in planning, management, accountability, problemsolving, and budget justification. Finally, the following data set provides a basis for informed decisionmaking; it does not dictate the decision. As with any management information system, interpretation of the resulting data and potential uses of the data set are a matter of individual perogative.

Nature of the Data included in the Handbook

In selecting data items for inclusion in this Handbook, an attempt has been made to identify those data that are required for reporting to at least the Federal government as well as those data required to provide at least a minimal data set for internal management purposes. Consideration was also given to the data collection burden inherent in the data elements identified within the Handbook. This latter concern is somewhat diminished by the growing availability of management information by-products provided by library automation. However, the library administrator is cautioned to exercise a high degree of discrimination in identifying those data sets useful to management and accountability requirements of the library.

The majority of data categories and measures included in this Handbook is intended for routine recordkeeping and monitoring systems. Others, however, are conducive to special surveys. In addition, the library manager may also require supplemental information to determine specific problem areas, activity analysis, and work measurement which are not addressed by this Handbook.

Several levels of detail in the data are presented in this document. These varying levels are available to meet the needs of both the large and small library, and to accommodate the sophisticated data system as well as the simple data system. Similarly, the levels of detail provide levels of aggregation suitable for national and state-level needs without destroying the integrity or validity of reported data.

Basic Definitions

In order to fully understand the scope of the Handbook, it is useful to assign some basic definitions to the concept of a library and the types of libraries addressed by the Handbook. A library is defined as any unit meeting the following qualifications: (1) it maintains and controls an organized collection of printed materials, other graphic materials and/or nonprint media; (2) it provides a regular staffing level in which the primary function of this staff is to provide materials, facilitate the use of the collection, and deliver information services to meet the informational, educational, or recreational needs of its clientele; and (3) it maintains an established recurrent schedule in which services of the staff are available to the unit's clientele. Those organizations serving dual roles as agencies and as libraries, such as national libraries and state library agencies, should consider this Handbook to the extent that such agencies serve as libraries. Agency functions such as grants and contracts administration, consulting, and governance of other libraries are not considered in this Handbook.

Types of libraries--academic, public, school, and special--are largely defined by mission, institutional setting, and target populations. In some cases (for example, special libraries serving academic institutions), classification is difficult. For some purposes, it is useful to describe these multi-type libraries in one manner, and for other purposes, it is equally useful to group these libraries in another category. This flexibility is necessary to allow for diverse comparisons, and to allow for differing stratification. This approach recommends a certain amount of self-determination by the library in describing itself; however, these multi-type libraries should be aware that for reporting purposes, determination should be based on the requestor's needs, and such libraries should report accordingly. Thus, for example, while a special library serving an academic institution may consider itself a special library, it is encouraged that such libraries report as part of the academic library in the NCES Higher Education General Information Survey. The following definitions should be viewed in light of these constraints and flexibilities.

An academic library or library serving a postsecondary educational institution is considered to be a library forming an integral part of a college, university, or other academic institution for postsecondary education, organized and administered to meet the needs of students and faculty of the institution or of a portion of that institution.

A public library is defined as a library that serves all residents of a given community, district, or region, and receives its financial support, in whole or part, from public funds. Public libraries make their basic collections and basic services available to the primary population served, without additional charges to individual users. Products and services above the library's basic services may or may not be provided to the public on a cost-recovery or fee basis. Individual charges may be assessed from library users outside the primary target population of the library. In addition to the tax-supported municipal, county, and regional public libraries, this definition includes privately- and Federally-controlled libraries which render, without charge, general library services to the community.

A school library or school media center is defined as a library which, as part of its primary mission, supports the curricula needs of, and provides its collection, related equipment, and the services of a staff to, students, teachers, and affiliated staff of an elementary, secondary, or combined school.

A special library is considered to be a library in a business firm, professional group or association, government agency, or other organized group, and which does not meet the criteria for an academic, public, or school library; or a library which is maintained by a parent organization to serve a specialized clientele. This category includes independent special libraries and special libraries serving postsecondary educational institutions, corporate organizations, Federal, state, and local agencies, and other groups.

Traditionally, the Federal library community has been viewed as a unique library type requiring a special subset of data applicable to these libraries. In truth, the Federal library community is a microcosm of the library community in general. That is, Federal libraries include special, school, public, and academic libraries. The only distinguishing factors are sources of funding, type of control, categories of personnel, procedural differences, and the unique responsibilities of national libraries. These assumptions about the majority of Federal libraries have led to the incorporation of Federal libraries as subtypes of the major library categories defined above. Thus, Federal libraries are not considered separately from other types of library in this Handbook.

Similarly, state libraries have not been addressed separately from other special libraries in this Handbook. A state library is defined as a library maintained by state funds, which preserves the state records and provides books for use of state officials, books relating to the history of the state, books published by authors living in the state, and/or newspapers published in the state. In many states, a state library may provide a collection to meet any resident's needs for books and information. A state library is distinguished from a state library agency, which is a state organization existing to extend and improve library services in the state.

The reader should note that both the special library and school library components of this Handbook are recent developments. The data sets and descriptions relevant to these two library sectors should be considered evolutionary requiring extensive review and interpretation by the library community itself.

Areas of Necessary Future Research and Development

The Handbook represents two years of effort in developing an information base to address library management information, to facilitate information exchange among libraries, and to form a basis for reporting to external agencies and organizations. However, continued efforts in furthering the concepts and evolving measures of library service are required. These considerations are provided to the reader in an attempt to raise the awareness of the limitations of the Handbook and of the need for continued adaptation of the concepts and structure which are presented.

Among the most basic areas to further be explored are: implementation; testing of school and special library components; the measurement of resource sharing and networking; the agency roles of state and national libraries; and the development of adequate performance and outcome measures of library services.

In order to meet the objectives of the Handbook, implementation of the concepts, terminology, and definitions at all levels is required. However, implementation assumes considerable activity beyond simple introduction of the Handbook. Because of the broad audience of the Handbook, it is necessary to tailor these products to meet the specific requirements of any single setting or purpose. Thus, implementation requires efforts on the part of the library community to evaluate and adapt the products.

Further, this diversity underlines the need to identify specific interest groups within the library community--e.g., school libraries, corporate libraries, medical libraries, large research libraries--and to highlight the applications of the Handbook as well as to tailor the concepts to these settings. This will require testing the Handbook in these settings and adapting many of the concepts to meet the needs of these settings.

The measurement and inclusion of resource sharing, cooperative activities, and networking (as these affect libraries) are of particular importance. Perceptions of access and availability of information resources have been challenged by new technologies and networking. These innovations need to be accommodated with new measures. During the development of this Handbook, efforts in the measurement of network services and resource access were being conducted on behalf of the National Center for Education Statistics by Value Engineering, Incorporated. It is hoped that their findings and recommendations, upon availability, will be incorporated into a later version of this Handbook.

Similarly, the concepts of the Handbook and the related terminology require further expansion to accommodate the agency roles performed by many libraries. This includes not only national and state libraries, but also system libraries and networks. Of equal concern are the functions assumed by systems or network headquarters which were once assumed by the individual library. For example, accounting for centralized acquisitions, rotating collections, and systemwide consultants is difficult. Until these issues of cooperative services have been resolved, it is necessary to understand the potential for inconsistency in reporting and recording information about such functions. To the extent possible, those libraries participating in, or conducting cooperative endeavors, should maintain consistency in reporting information. In the future, it is hoped that methodologies will be developed to standardize the reporting of data about cooperation.

Finally, while the Handbook provides limited measurement of performance and outcome of library services, there is still significant need for further development of these concepts and their relevant measures. The library manager requires measures of the success of the library and of the impact (results) of library service upon the constituency and relative to the mission of the library. It is, therefore, still necessary to continue efforts which are supportive of the administrator's responsibility to improve the library's performance, and to the extent possible, to enhance the impact of library services.

C. METHODOLOGY AND DEVELOPMENTAL PROCESSES

Background

The structure and terminology presented in this Handbook are the results of an evolutionary process built upon developments within the library community itself, as well as concurrent developments in education, public administration, and elsewhere. Several library-related endeavors which contributed significantly to this Handbook need to be emphasized: The American Library Association (ALA) Library Statistics: A Handbook of Concepts, Definitions, and Terminology (1966); the work of Robert Frase and members of the ALA and other professional organizations' statistics committees in the revision of the ALA Handbook; the American National Standards Institute (ANSI) Z39.7 subcommittee on the revision to the 1968 ANSI

Z39.7 standard on library statistics; the research and developmental work of Vernon E. Palmour, F. W. Lancaster, Ellen Altman, Ernest De Prospo, Paul Kantor, and others in the field of measurement of library services; the findings of Glyn Evans, Mary Bielby, Duane Webster, and Jeffrey Gardner in collection assessment; the many efforts invested in the National Center for Education Statistics Library General Information Survey; international and national standards of library statistics; the library management data base development of the National Center for Higher Education Management Systems (NCHEMS); and many other progressive studies and products throughout the library community. It is anticipated that this evolutionary process will continue to enhance library management.

Advisory Mechanisms Employed in the Handbook Development

Three formal review groups were established for the development of the Handbook. Each group represented a significantly different perspective, including the management information needs of the special library community, information requirements of Federal agencies and organizations, and the information needs of school, special, academic, state, and public libraries. This Handbook represents the contributions of representatives from: the National Center for Education Statistics; the National Commission for Libraries and Information Sciences; the Office of Libraries and Learning Resources; the Special Libraries Association; the Public Library Association; the American Association of School Librarians; the Association of Colleges and Research Libraries; the Chief Officers of State Library Agencies; the statistics committees or coordinators of the Medical Libraries Association, the American Association of Law Libraries, the Special Libraries Association, and the American Library Association; the National Agricultural Library; the National Library of Medicine; the Library of

Congress; the Federal Library Committee; the Library Management Division of the Special Libraries Association; the Department of Commerce; and the Department of the Army. Representatives are listed in the acknowledgments to this Handbook.

The forerunner to this Handbook--the Library Statistical Data Base developed by the National Center for Higher Education Management Systems--focused upon management issues in academic and public libraries. During this earlier development, the advisory group represented the Association of State Library Agencies, the Association of Research Libraries Office of Management Studies, the Public Library Association, the Statistics Coordinating Committee of the American Library Association (ALA), the ALA Office of Research, the National Center for Education Statistics, and the Western Council of State Library Agencies. Members of this advisory group have continued in an advisory capacity to the Handbook project. These persons are also listed in the acknowledgments.

In addition to the formal advisory mechanisms outlined above, a number of informal channels of communications were established throughout the development. These informal liaisons include representatives of publishing interests, media producers, members of the statistics committees of the American Library Association, Medical Libraries Association, Special Libraries Association, and American Association of Law Libraries; interviews with the staffs of the Office of Libraries and Learning Resources and the White House Conference on Libraries and Information Sciences Planning Office; and other persons interested in the development. To the extent possible, field review copies were issued to persons working the field of library research, statistics, and other related subjects. While ideally the entire library community would have the opportunity to examine, comment, and evaluate the Handbook in advance of publication, time and cost constraints prohibit such an approach. Instead, it is hoped that the library community will continue to improve the concepts and detail of this Handbook over time.

Evaluation of the Structure and Terminology

The contents of this Handbook have been formally tested in the academic library community, and informally tested in the public library community. In order to demonstrate and evaluate the data base structure, the system of information was tested in five Pennsylvania State Colleges--East Stroudsburg State College, Indiana University of Pennsylvania, Lock Haven State College, Mansfield State College, and Shippensburg State College. The primary purposes of this pilot test were to determine the feasibility and utility of data collection recommended by the Handbook, the level of sophistication existing in current data systems, the degree of difficulty in introducing the structure and terminology into existing data systems, and the areas of the information structure recommended in the Handbook which required further improvement. This test was conducted in conjunction with the development of a management data base performed by the National Center for Higher Education Management Systems (NCHEMS). Full documentation of this test is available from NCHEMS or from the Educational Resources Information Clearinghouse (ERIC) and is entitled Pilot Test and Demonstration of the Library Statistical Data Base (NCHEMS, 1977). The general finding of the pilot test was that the structure and terminology represented a valuable and necessary management tool for library decisionmaking.

The public library component was tested in conjunction with the identification of state-level information needs. The Colorado State Library and the Colorado Public Library Guidelines Committee (representing system libraries, rural libraries, metropolitan libraries, and so forth) assisted in the review of the structure and terminology employed within this Handbook. Largely, the focus of this examination was upon the Colorado Survey of Public Libraries conducted by the state library agency. The survey serves a number of roles: a communications mechanism between public libraries and the State Library Agency, a reflection of levels of service throughout the state, a suggestive mechanism employed by state libraries indicating services or resources that a library should consider in its development, a funding and expenditure guide to public library service levels in order to indicate what (if any) intervention the state library should be taking, and a basis for planning programs to enhance library service in the state. The audience of the state survey are members of the state library and the public library communities. For this reason, it was important to weigh equally the perceived information needs of both communities.

Both state library personnel and public library personnel evaluated a draft of a proposed survey instrument developed in conjunction with the Handbook and which is based upon the categories and definitions represented herein. These data were evaluated on the basis of the value of the information, the difficulty in obtaining the data required, the cost of such data collection, and the current availability of these data. As a result, many of the categories and related definitions were modified to accommodate the findings of this test.

A review of the forerunner publication--Library Statistical Data Base: Formats and Definitions--provided by the American Library Association Reference Statistics Committee, evidenced that categories of reference transaction originally employed might be inappropriate to the measurement of information services. In order to identify more clearly and to rectify any flaws in the depiction of information services, members of this committee (representing public, academic, and state libraries) voluntarily tested the reference component presently incorporated into the Handbook and made recommendations for its improvement. The duration of the test was a one week period at the convenience of the participating library; from this test, several revisions and refinements to the terminology, definitions, and structure of the reference component were made.

Although the structure of information has now thus been tested formally within the academic library community and informally within the public library community, further testing is recommended prior to implementation and adoption of the system in all settings. The school and special library components were not tested formally during the course of the Handbook development. However, the terminology and structure were generally reviewed within the library community, and are believed to be useful in school and special library settings.

Survey of Library Data Collection Endeavors

As a part of the Handbook development, current data collection efforts were surveyed. This included data collection efforts conducted by state-level agencies, professional associations, Federal agencies, and other organizations. The intent of this survey was to update the Inventory of Library Statistics Practices (1972) prepared by Herner and Company for the National Center for Education Statistics. The purposes of this update were to isolate common data requirements of agencies; to examine the levels of aggregation appropriate to state and Federal level information needs; and to determine the potential for compatibility between these various levels of data collection. Ideally, it is hoped that the Handbook will serve as a framework into which these diverse data requirements can be folded. The survey of 176 agencies and organizations indicated that the level of data collected, the "quality" of the resulting information, and the eventual uses of these data varied significantly. Collection resources, personnel, and expenditures were common to the majority of surveys. However, descriptors of these varied widely from extensively- to minimally-detailed categories. Many of the data collection efforts are moving towards models set by the National Center for Education Statistics.

D. OUTLINE OF THE HANDBOOK

The intended uses of this Handbook are discussed in Chapter II. That chapter outlines the roles of the library manager, of information exchange, and of external reporting requirements in defining the types of data and the conceptual framework presented in the Handbook. Fundamental to the types of data discussed in the Handbook is the structure of information described in Chapters III and IV. This structure frames the categories of information and outlines the types of measures useful in library management. This conceptual framework presents a guide to evaluating services, programs, and resources, and outlines the relationships of these to the outcomes of the library. Chapter III further provides guidance to the types of measures (data combinations) useful in management, planning, policymaking, and evaluation. The classification detailed in Chapter IV is intended to provide substance to the structure. Chapter V outlines the general principles of data collection provided by the American National Standards Institute (ANSI) Z39. Subcommittee on Library Statistics (Z39.7); the problems associated with recording and reporting information; and alternative presentations of data about programs. Finally, the terminology employed is defined in the Glossary appearing at the end of the Handbook.

CHAPTER II

USES OF THE HANDBOOK

A. THE NATURE OF HANDBOOK USE

While it is not possible to predict or to enumerate every use of this Handbook, the following sections are intended as a guide to the reader on the ranges of use and the conditions which have fostered the need for a standard terminology and a consistent approach to information about libraries. It is necessary to understand the underlying reasons for the increased need on the part of many individuals and entities in the library and related communities for improved information. Further, the following sections also underline the role which the Handbook is intended to play in the rapidly changing climate surrounding the library community.

As outlined in Chapter I, the Handbook identifies a set of information basic to management and planning, facilitates information exchange among libraries, and provides a common language for external reporting requirements. These types of information purposes and the related data uses indicated by these purposes determine the structure and approach used in this Handbook.

The Handbook is not a panacea for the problems that confront modern-day library management. Instead it is a first step towards the improvement of access to a spectrum of standardized information about the library and its environment.

B. INTERNAL MANAGEMENT AND PLANNING

Several distinct but related conditions have combined to create a demand by library managers for improved information about the programs and resources of the library. On the one hand, certain conditions--many of which have economic concerns at their root--serve to focus on efforts to improve management and decisonmaking within the individual library. As financial resources become increasingly difficult to acquire and as inflation diminishes the purchasing power of those funds that are obtained, library managers are faced with difficult decisions regarding allocation and utilization of resources. At the same time, other conditions--many of which derive from changing resource allocation and oversight practices of library funders--are creating requirements for library administrators to demonstrate both efficiency in the use of resources and organizational effectiveness. Growing limitations on resources available to library funders and increased concerns with accountability have created an environment in which the ability to provide information about the library and its programs to sponsors is crucial to the vitality and viability of the library.

The nature of these demands requires improved information about the operations and resources of the library and more sophisticated means of determining the impact of decisions upon present and future library services. These circumstances further emphasize the need for measures of success and efficacy of the library. In the past, assumptions about the need for, and the value of, library services sufficed as justification of library operations and as demonstration of library effectiveness. These assumptions are no longer valid foundations for funding decisions and accountability. Thus, the library manager is confronted with increasing obligations to evidence library effectiveness in meeting the needs of its constituency and library success in fulfilling its mission.

Clearly, demands for, and uses of, management information are dependent upon the environment and needs of the individual library. Each library has internal and external reporting requirements and constraints. The inevitability of the uniqueness of these organizational structures is recognized. The library manager needs to identify the data sets within the Handbook which have sufficient links to problemsolving needs and which meet the pragmatic goals of management to warrant data collection. Therefore, it is anticipated that the data sets presented here will take the form of a starting point--a prototype--from which modification will necessarily be made to accommodate the specific needs of the individual library. While the Handbook is not intended to supplant existing management information systems, the structure and terminology can supplement these systems or act as a basis in developing systems.

C. INFORMATION EXCHANGE

Information exchange is fundamentally communication between libraries. Such communication fosters awareness of the activities of other libraries, understanding of the issues and problems facing libraries, and identification of commonalities among libraries. Additionally, and as outlined earlier, access to comparative information about library operations, resources and effectiveness is crucial to the administrator's need for evaluative data. The performance of the library has been identified as relative to that of other libraries or to that of the library itself historically. The need for these comparative data serves to underscore the value of information exchange among libraries.

Information exchange presupposes available mechanisms whereby one library can communicate with others. Typically, formal mechanisms of information exchange are sponsored by governmental agencies or by professional societies. However, a series of informal information exchange mechanisms is also supported by groups of libraries which have sufficient commonalities to make communications mutually beneficial. While anything can be compared as long as dimensions are explicit, it is important to understand that comparisons should be founded upon similarities in environment, mission, size, target population, and so forth. No single factor is advocated for determining the classification of libraries for purposes of comparison; this is largely left to libraries selecting counterparts in other settings. This strategy is suggested by the fact that criteria for comparability differ depending on the types of comparison desired. Thus, for example, under certain circumstances, the clientele of the library may be the most important factor to explore; for others, size of collection and acquisition rates are appropriate; and so forth.

However, even within carefully-defined categories of library information and homogeneous groups of libraries, data may not be completely comparable. For example, some parent organizations apportion overhead costs to operating units, including the library, and others do not. In order to compare library data, then, it is necessary to identify and correct for these discrepancies. The Handbook cannot eliminate nor identify each of these possible variances in internal reporting systems; however, it is essential that libraries exchanging information be aware of any differences in the data reported by participating libraries.

As a cautionary note, many libraries in the private sector are prevented from total disclosure of data due to regulations of the parent organization regarding information. The library manager should be aware of these constraints and selectively use those elements which do not disclose proprietary or security information of the organization.

D. REPORTING REQUIREMENTS AMONG LIBRARIES

Overview of Reporting Requirements among Libraries

The external reporting requirements of the library community are primarily defined by the information needs and the data collection activities of three types of organizations. These include: (1) state-level information needs and state agency reporting; (2) Federal-level information needs and Federal agency reporting; and (3) professional association and accrediting agency information needs. In addition to these external reporting requirements, the library must respond to the information demands of its parent organization or administration and intermediary governmental units (e.g., counties, regions) and may be involved in formal and informal information exchange arrangements. The variety and complexity of these organizational and intermediary governmental information needs prevent the identification of any single appropriate data set. Instead this *Handbook* forwards a data structure that should provide a broad, generalized basis from which the necessary elements can be selected.

In many situations, external reporting requirements dictate the majority of the data collected by the individual library. Thus, it is important to any structure of information that the external as well as the internal data collection needs be considered. The data elements included in this *Handbook* encompass the types of information useful for responding to the National Center for Education Statistics Library General Information Survey (LIBGIS); state library surveys of the libraries in the 50 states; the Association of Research Libraries (ARL) survey of member libraries; the American Association of Law Libraries (AALL) surveys of law libraries; the Medical Library Association (MLA) survey of medical libraries; and the Special Libraries Association (SLA) survey of its members. To the extent possible, standards for libraries, criteria of accreditation agencies, and Federal programmatic data requirements have also been included.

It is important to isolate the data requirements that are most necessary and important to meet the needs of these various levels of data collection. In order to focus attention upon these requirements, the following set of questions was addressed: For what purposes are data regarding libraries or library service used at these levels? What measures of library services or library resources are appropriate to meet these purposes. To what extent and in what manner are these information needs presently met?

Several purposes of such data immediately surface:

- determination of the "health" of library service in the U.S.,
- Federal and state legislation,
- Federal and state funding and resource allocation,
- utilization of library services and unmet information needs of the population,
- library support necessary for communities and educational institutions,
- planning for future information needs of the population,
- planning for resource sharing and networking,
- performance measurement of library service at present levels of funding,
- planning for improvement and directions of library service,
- policy development, and
- promotion.

State-Level Reporting Issues

State-level information needs and reporting issues vary with each state. The degree to which data are collected by state libraries, higher education commissions, or state boards of education is dependent upon organizational mandates, intended data uses, and the degree to which these agencies monitor the activities of the library. Generally, these data are used for state planning, state funding, and state legislation. Such efforts may also serve as communications mechanisms between state and local levels and as comparative information sources for the library community. While state information needs are necessarily disparate, there is significant evidence that certain core data requirements are common to most states. Basic to these requirements are concerns with the type of constituencies served, the resources available and utilized, the level of service and demand for these services, collection assets, personnel resources, and the identification of problem areas in the library community. At best it is hoped that the Handbook will guide states to collect similarly-defined data based on these identified information needs. In so doing, this strategy will provide individual states with a basis for comparison with other states and will provide individual libraries with mechanisms for comparison across states.

Although many state library agencies collect information from academic and special libraries within the state, the major data collection efforts are focused on public libraries. In addition to data for comparative purposes, these surveys provide:

- information on the need, eligibility, and use of state funds and/or Federal monies administered or distributed by the state;
- information supportive of state plans for extension or improvement of library services, including networking and resource sharing;
- information on the effect of state or Federal legislation on the public libraries or potential effects of proposed legislation;
- information on the degree of compliance to state and Federal legislation such as affirmative action or services and facilities for the blind or physically handicapped; and
- location and availability of librarians, libraries, and library services within the state.

Examples of types of data useful at the state level are staffing and costing information at libraries, branches, and other service outlets (including mobile units); income and expenditures per capita; allocation of funds across budget categories; current population and projected population for areas served by public libraries; measures of the availability and accessibility of library services; utilization of specific services such as interlibrary loan; and the role or effectiveness of established regional libraries vis-a-vis the state library and the local libraries.

National Level Reporting Issues

Fundamental to the need for data at all levels is the obligation of library leaders and library administrators to make well-informed management decisions. This is critical at national levels, where the effects of decisionmaking have widespread implications for the library community. Increasing emphasis at national levels, as within the library community itself, is being placed upon outcomes (impact), effectiveness, efficiency, and use of library services. Basic questions of impact are: Who are the target groups of library service? Who benefits from library services? How well do such services meet the intended goals and the needs of the audience? What measurable progress has been made in the provision of library services? To what extent and to what outcome have Federal funding and legislation supported these services? What problem or deficit areas require Federal attention and/or support? Simply stated, organizations at the national level, most particularly Federal agencies, require: (1) planning data; (2) justification and accountability data; (3) outcome and user data; and (4) program management data.

Planning, justification, and outcome data are overlapping. These data support the government's leadership role in the library community, promotion of existing and new programs of library service, continued and new funding, needs assessment, and historical comparison. Such data can be summarized in the following questions: What impact will new programs and new technologies have upon library development? What impact have current Federal and other national programs had upon library development (e.g., increase in library use, numbers and types of new library users, increased efficiency and effectiveness in the delivery of library services)? What are the deficiencies in current library services (e.g., the differences between existing services and standards for library services)?

In the Federal government's support of innovation, data requirements relate to networking cooperation, encouragement of minority groups into the library profession, and the identification and support of new roles for the library (e.g., continuing education, outreach programs). Equally important to this role is the identification of needs and an assessment of the current role of libraries and librarianship, which serve to isolate the inadequacies of existing library services within the country. This concept of substandard service has been derived from the historical emphasis upon the unserved. Until recently, the unserved were associated with rural populations in which library service was limited. However, the concept has been expanded to include the underserved and those persons who do not, or can not, avail themsleves of existing services, such as the urban poor or the institutionalized. Thus, this expanded concept requires consideration of the levels of service, levels of use, prediction of demand for library service, meeting the information needs of the public in nontraditional manners, and enhancing the library's traditional role as an information provider.

Justification and accountability data support Federal funding and legislative efforts directed at the library community. These data are often intimately tied to the outcome and impact data discussed earlier. Fundamental data requirements for national and Federal justification and accountability are: (1) identification of the manner in which Federal monies for libraries are deployed, (2) identification of target groups (i.e., intended beneficiaries) of Federal programs, (3) the identification of actual beneficiaries, (4) the degree to which goals and objectives of the programs have been met, and (5) the anticipated and actual outcomes of the program. Although it is relatively easy to trace Federal funding to the library recipient and to preestablish the nature of the target group, remaining measures of outcome are largely undefined. Part of the problem rests in the lack of concrete measures of outcomes and the lack of criteria by which Federal or national programs can be evaluated on a continuous basis. However, a crucial problem is the lack of standardized reporting about these programs or their influence at local and state levels.

Increasingly, emphasis on such nationwide issues as copyright, networking, nationwide services provided by national libraries and by service utilities, and Federal funding programs have led to a new set of data concerns and needs at the national levels. Decision points associated with these developments include: cost-sharing among differing governmental levels and the public and private sectors (for example, who should pay and how much for interstate interlibrary loans); extension of data base access through organizations, national libraries, and vendors; formulae for resource-sharing and last copy depositories; the effectiveness of Federal intervention (nationwide and regionally) and the influence of Federal funding upon the individual library; and standards development.

The isolation of data which are supportive of these varied needs at national levels is difficult. Key elements which meet these issues include: demographic and user data, staffing descriptors and levels, collection size and use, funding sources and levels, resource allocation and utilization, impact of library activity, standards conformance, facility levels and conditions, and extent of network or cooperative participation.

E. IMPLEMENTATION OF THE HANDBOOK

Fundamental to the usefulness of this Handbook is the eventual implementation of the recommended structure and terminology within the library community. Several steps towards implementation are required: awareness, evaluation, tailoring the product to meet the needs of particular audiences, and adoption and continued use. The disparate needs of the wide audiences of the Handbook preclude wholesale adoption of the Handbook by an individual member of the audience. Instead, the Handbook must be evaluated in the settings in which introduction is intended; from this evaluation certain refinements to meet the needs of the environment are necessary. Further, implementation of the Handbook requires planned change (innovation) in the concepts, assumptions, and data products presently existing in the library community. Such change is best introduced in combination with a tempered plan that avoids disruption in current operations, respects the integrity of existing data systems, and diminishes the risks associated with change. Ideally, implementation should be initiated by groups of libraries or organizations representing such groups. This serves a two-fold purpose: (1) the reduction of costly duplication of implementation in individual libraries; and (2) the provision of a forum for information exchange among libraries. In reality, however, implementation will most likely result from data collection endeavors by agencies and organizations at state and national levels.

Several concerns associated with implementation of the Handbook within the individual library need to be addressed. Constraints which the library manager needs to assess include the external reporting requirements placed upon him by the parent institution, and by state, Federal, and national data collection arms; the local data requirements for planning, resource allocation, collection development criteria, facilities, and expected changes in the environment (e.g., changes in the target population); accountability issues; and data collection burden. The latter concern is of substantial importance to the library manager. Analysis of such constraints as financial investment in data systems, personnel considerations in data collection, and the requisite refinements to the Handbook has to be identified.

CHAPTER III

DATA USES

A. STRUCTURE OF INFORMATION

An analysis of the data needs of library managers for both internal management uses and external communications has led to the conclusion that data about libraries must encompass three distinct types. These data describe: the environment of the library (i.e., the setting, relationships, internal structure, and target groups of the library), the resources of the library (i.e., what a library has), and the programs of the library (i.e., what a library does).

The first series of data--environment of the library--describes the setting in which the library resides (e.g., parent organization, community, and so forth), the relationships maintained by the library (e.g., to the parent organization, to the constituency, to other libraries, to funders, and so forth), and the characteristics of the intended beneficiaries or users of the library (i.e., the target group which the library is intended to serve).

The second type of data describes the broad resources of the library. These resources serve to define what a library has. The collection is the most obvious of these resources. The relative importance of the collection is apparent in the widespread reporting and use of data about acquisitions, collection size, and collection value. While collection measures are of significant concern, other kinds of resources are also crucial in describing the overall library and its services. These other resource categories are financial, personnel, and facility measures. These resources combine to suggest the capability of the library to carry out its programs.

The third major type of data useful to the library manager describes what a library does (i.e., the programmatic activities or functions of the library). This type of data identifies the strategies or activities carried out by the library in order to accomplish desired outcomes or results. Descriptors of these programs provide information about the purposes or objectives of each program, the resources required or expended to carry out these activities, the methods or levels of activities conducted as part of each program, the beneficiaries of these programs (i.e., users) and the outcomes or results realized by these programs.

Figure 1 summarizes this information structure as employed in the Handbook. The figure underlines the relationships among these types of data. Chapter IV details the structure more fully and discusses each of the components individually.

B. INFORMATION EXCHANGE AND MANAGEMENT

As indicated in Chapter II, information exchange is crucial to management decisionmaking. Present data-gathering by libraries and library-related organizations stresses the level of resources available to libraries. These are the resources and related data indicated in Figure 1. However, this Handbook is designed to emphasize also the increasingly recognized importance of the use of financial, personnel, and facility resource utilization in the programs of the library. This structure outlined in the preceding chapter allows the manager or group of managers to link various components together in order to assist in the evaluation of library operations. It is difficult to discuss these types of data use in the abstract. For the most part these data uses may be segregated according to purpose--communications (information to relay to another) and internal management and planning. While data necessary for

Figure 1

SUMMARY OF
INFORMATION STRUCTURE FOR LIBRARIES

Organizational Goals and Objectives

ENVIRONMENTAL DATA
- External Setting
- Internal Organization
- Target Group

RESOURCE DATA
- Collection Resources
- Financial Resources
- Personnel Resources
- Facility Resources

PROGRAM DATA

	RESOURCE UTILIZATION MEASURES					
Categories of Measures Programmatic Functions	Financial Measures	Personnel Measures	Facility Measures	Activity Measures	User Measures	Outcome/ Performance Measures
Cultural, Educational, and Information Services						
Resource Distribution Services						
Collection Development Services						
Technical Services						
Administrative Services and Administrative Support Services						

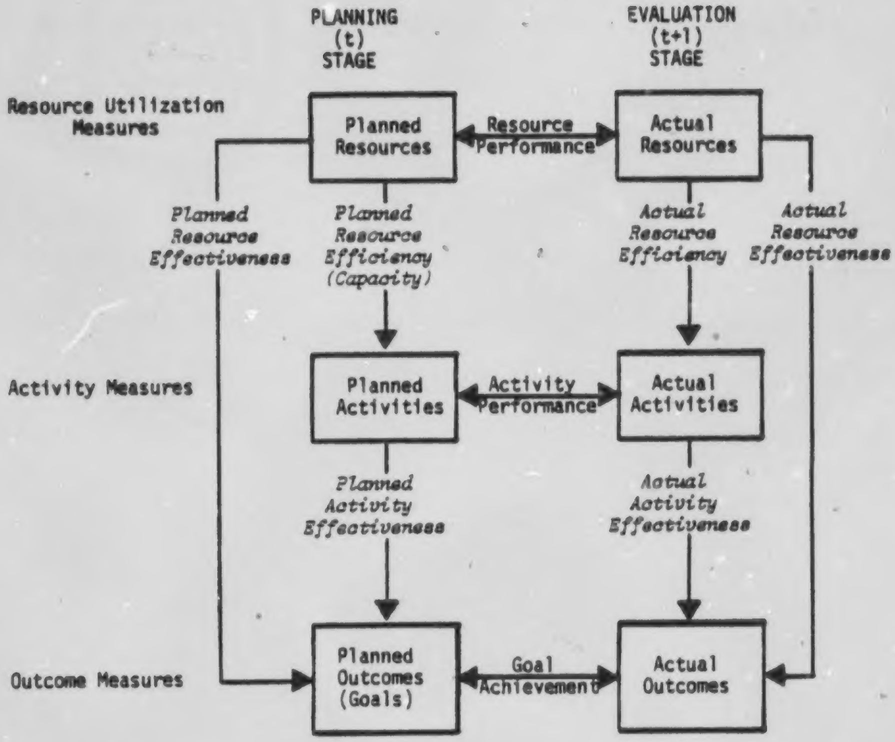
communications is more easily isolated by determining the reporting requirements placed upon the individual library by local, state, and national sources, the latter--data for internal management and planning--is unique to the types of decisions and perspective of the library administrator. Thus, data combinations necessary for decisionmaking are impossible to enumerate. Acknowledging the impracticality of isolating precise data uses and data combinations for these settings, it is worthwhile to isolate a number of general types of measures commonly used in evaluation. Analyses of efficiency and effectiveness, for example, are possible using combinations of the various measures represented in the structure.

For example, at the beginning of each planning period, the library manager allocates available resources across programmatic functions in order to produce certain activities, and generate specific outcomes. Ostensibly, these resources can be considered the capacity of the library for activities and outcomes. At the end of the planning period, the library manager may evaluate the actual results of these decisions against the anticipated results. Figure 2 represents one way of looking at this evaluation process. Tracing resources into activities and outcomes provides measures of "resource-efficiency," "resource-effectiveness," and "activity-effectiveness" either on the basis of planned results or actual results. On the other hand, mapping planned resources and planned activities against actual resources and activities provides measures of performance. Finally, the evaluation of outcomes (planned versus realized) offers a measure of goal achievement.

The question of interpretation of these measures is not trivial. The reader is cautioned to reflect upon the implications of resource

Figure 2

PLANNING AND EVALUATION


PLANNING (t) STAGE
EVALUATION (t+1) STAGE
Resource Utilization Measures
Activity Measures
Outcome Measures
Planned Resources
Resource Performance
Actual Resources
Planned Resource Effectiveness
Planned Resource Efficiency (Capacity)
Actual Resource Efficiency
Actual Resource Effectiveness
Planned Activities
Activity Performance
Actual Activities
Planned Activity Effectiveness
Actual Activity Effectiveness
Planned Outcomes (Goals)
Goal Achievement
Actual Outcomes

efficiency. Efficiency does not measure the quality of library services, nor does it necessarily reflect upon performance. In recent years the concentration upon efficiency has led to a concomitant underemphasis on performance, effectiveness, and outcomes of the library. The library manager should place measures of efficiency in perspective, understanding the important distinctions among outcomes, effectiveness, and efficiency.

In addition to the applications and uses associated with efficiency and effectiveness, there are several others that could be made. The data contained in the system of information can be used in independent "bits and pieces" that describe the library's activities. In many specific ways it also supports the individual reporting requirements of the library to local, state, and national levels. Although other concrete uses have yet to be detailed, there is deliberately a significant amount of flexibility within the data base to accommodate the individual needs of the library manager.

Finally, there are several summary points regarding the use of data for management and planning which need to be made. This management information system contains a limited set of data elements. It is impossible and impractical to include all the data a manager could need for a variety of purposes. The manager can best meet these additional needs through the use of special studies, which supplement and build upon the definitions and categories of the Handbook.

C. STATE-LEVEL AND NATIONAL-LEVEL ISSUES

As underlined earlier, both state and national data collection endeavors serve dual purposes. The primary purpose of these efforts is to meet the information needs of these various levels. Secondarily, these data collection activities meet the information exchange and comparison needs of the library community. This secondary purpose underscores the urgency for the use of common categories of information and terminology across states and on national levels. Such compatibility allows libraries to compare themselves with similar libraries in other geographic regions and enhances comparisons among regions and states. Moreover, the use of similarly-defined and mutually exclusive data categories at these levels will ensure the accuracy of additive data (e.g., total library resources, total resource utilization).

Keeping in mind the reporting issues raised and the structure of information outlined in earlier sections, the following types of information were identified by members of the library community as appropriate to Federal and state surveys. The information needs of county and other intermediate agencies and organizations should also be acknowledged. Generally, such information needs are a subset of internal management information needs and more detailed than those of state and Federal sources. Due to the variances in these needs among regions, no attempt has been made here to identify each information requirement. However, the sets of information identified as useful to the library manager and to state and Federal administrators should provide a sufficient basis for identifying the needs of these intermediate governmental and other levels.

At the state and national levels, information about personnel, collection, facility resources, and resource utilization is related to several current issues facing libraries: networking and resource sharing, resource and service adequacy, enhancement of resources, and legal requirements (e.g., copyright, affirmative action, and so forth).

Examining collection resources, the state or Federal planner needs to know: the amounts of collection resources available locally, within the state, and within the nation; the relationships between local collection resources and resources available elsewhere; the distribution of these collection resources across geographical areas; the "value" of these resources locally, statewide, and nationally; and the life expectancy (currency of interest) of these collection resources. Such information needs to be collected uniformly by state and Federal organizations.

Issues of planning for collection resources (e.g., shelf space and floor space utilized); duplication of titles within a collection not traceable to the utility of the collection; or condition of the collection (e.g., binding requirements, replacement, and weeding rates) are generally not of significance at state and Federal levels. However, such information does provide comparative data for libraries. A major concern at the state level is that current collection measures do not sufficiently map into a measure of effectiveness or adequacy of these resources. Nor are volume or title counts adequate measures of collection resources for network planning without some related factor of unique titles and collection overlap among groups of libraries. For this reason, some consideration is given here to the desirability of data on topical areas covered by collections within state-level information bases.

Information on financial resources and utilization that is required at the Federal and state levels includes: source of income (who pays?); levels of funding (how much?); and the effectiveness of funding levels and funding allocations. While the first two categories are straightforward, the third is problematic. The effectiveness of funding is measured by the allocation of funds (what uses) and the outcomes (results) of this funding. At the national level, allocation is based on the funds deployed for the following: collection resources; capital or buildings;

salaries; binding and rebinding; and other categories. While this information is useful, program expenditures (what services cost and who pays) are not included. This information would be valuable to the evaluation of Federal and state funding programs.

Personnel resources and utilization are increasingly of concern to Federal and state agencies. Affirmative action, shrinking labor markets, and controversy over professionalism within the library community have fostered this growing emphasis. Data on racial/ethnic status, educational background, salary ranges, and sex of personnel typically meet these information needs. To employ these data as measures of adequacy may be misleading, however. Historically, headcount and full-time equivalencies have been employed as proxy measures of adequacy in personnel resources. Unfortunately, allocation of these human resources and the effectiveness of that allocation have been overlooked. Further, staffing levels necessary to conduct activities (i.e., reference transactions, circulation transactions, etc.) are virtually ignored at both Federal and state levels. This gap is increased by the growing realization that the effectiveness of the library is as much a function of the adequacy of the personnel as it is the adequacy of the collection. For this reason, it is hypothesized that personnel surveys (on a less than annual basis) may be required to determine staffing adequacy and to compare allocation of personnel among libraries.

Information collected at Federal and state levels on facility resources and utilization is most often limited to assignable space devoted to the library, seating capacity, shelving space, and the number of service outlets maintained by the library. In addition, information about the allocation of facilities, condition of the building, and adequacy of facilities is crucial to such Federal and state issues as the allocation of building funds, standards development, and the planning necessary at these levels.

Activity measures at the national level are unevenly distributed across the programs of the library. Such measures include: circulation, reference and directional transactions, group transactions, service hours, interlibrary loan, and photocopying. In state-level information bases, the amount of detail devoted to activity measurement varies significantly. While at both Federal and state levels these measures combine to provide a picture of the types and levels of services provided to users, the variance in detail between activities and resources devoted to conducting these activities provides at best a sketchy picture of the library.

User measures (i.e., who uses the library and for what purposes) are important to all levels of decisionmaking. Efforts by the U.S. National Center for Education Statistics are currently underway to survey public library users. This survey may provide a model for further user studies by Federal and state levels. The crucial importance of user measures lies in part upon the need to assess the impact of libraries upon the communities which they serve. At the local level, this information provides a basis for determining actions in extending or enhancing its services. At the state level, data on registered borrowers provides a proxy measure of users and may be weighed against the target groups which the library is intended to serve. At national levels, such data are equally important when trying to trace the impact of such funding programs as the Library Services and Construction Act (LSCA), which are intended to extend library services to the under- or unserved.

Finally, performance measurement, a recently developed area of library data, is ideally suited to meet the needs of state- and Federal-level decisionmakers. Isolation and examination of factors that influence performance--e.g., resources, allocation of these resources, activity, environment, etc.--would provide decisionmakers with a tool to ensure that state and Federal support would enhance performance. At this time, however, performance measurement is still evolving, and it is possible only to define some basic categories of information. Additions and refinements await further progress in the field.

CHAPTER IV

STRUCTURE AND CLASSIFICATION OF INFORMATION

A. INTRODUCTION

Overview of the Structure

As outlined in Chapter III, the structure of information used in this Handbook is founded on three categories of information about the library--the environment, the resources, and the programs of the library. These three areas of information are unique yet interdependent. The environment of the library includes governance of the library, the internal structure of the library, the relationships of the library, and the population which the library is intended to serve (i.e., the target groups of the library). Thus, the environment characterizes the types of services provided by the library and the resource and utilization of the library. The resources of the library--the collection, personnel, fiscal assets, and facilities--determine the levels of support available to the programs of the library, and in combination with the environment, may determine the allocation of these resources to programs. Finally, the programs of the library are those sets of activities conducted by the library with the use of its resources to meet specific objectives. These three data sets combine to describe what a library is and what a library does.

Classification Employed in the Handbook and Structure

The classification structure employed in this Handbook is intended to provide a schematic approach to the data elements identified and defined in this Handbook. For the most part, the classification structure underlines the structure presented in Chapter III and herein.

Terms about library resources and environment have been classified at four levels as follows:

0. Type of library
0.0 Management data category for environment and resources
0.0.0 Section, major headings
0.0.00 Subsection, minor headings

Detail beyond minor headings are left unnumbered; data at this level of refinement are most appropriate to internal information systems and coding is left to local option.

Program data are more complex due to the nature of the structure involved and require three additional levels of classification. These are:

0. Type of library
0.0 Management program data category
0.0.0 Program, level I
0.0.00 Program, level II
0.0.00.0 Type of measure
0.0.00.00 Section, major heading
0.0.00.00.000 Section, minor heading

Decimals are used to distinguish categories and subcategories of information.

Since type of library is among the most significant factors in information exchange and comparison, the primary code in this classification represents library type. The following list enumerates the types of libraries spearately identified in this Handbook:

1. Academic libraries
2. Public libraries

3. School libraries/media centers
4. Special libraries serving institutions of postsecondary education
5. Special libraries in the private sector
6. Special libraries maintained by and serving Federal, state, and local government agencies
7. Independent special libraries
8. Other special libraries

Certain terms employed in this Handbook--e.g., library governance, user groups, and structure--are type specific and will vary with each type of library identified above. In these instances, the classification will include the appropriate number correspondent with the above list. However, most descriptors, such as collection and personnel, are common to all libraries. In these cases, the code designating type of library has been replaced with the generic code, "*t*." This code should be replaced by the appropriate digit for the reporting library as the need arises.

The three major categories of information--environment, resources, and programs--have been further divided into seven major classes of data for the purposes of the classification structure. These are: (1) environment (excluding target groups); (2) target groups; (3) collection resources; (4) financial resources; (5) personnel resources; (6) facilities resources; and (7) program data.

B. INFORMATION ABOUT THE ENVIRONMENT OF THE LIBRARY

The first major subset of the structure of information serves to describe the environment of the library. There are a number of descriptors about the library as a whole that are requisite to management information and to reporting needs; however, these data are not a part of program data or resource data. Management questions that focus upon the components of the library environment are:

- What are the factors about the institution, agency, or community in which the library resides, that affect the resources or programs of the library?
- What relationships does the library maintain with funders, constituencies, or other libraries and organizations which affect the resources or programs of the library?
- What are the factors about the internal organization of the library that affect the resources or programs of the library?
- What are the characteristics of the population for which the library is intended to serve which affect the resources, programs, or their use?

Environmental data, then, may be characterized as the external setting and relationships of the library, the internal organization of the library, and the target group for which library services are intended.

The external setting of the library can be highlighted by general descriptors of the community in which the library resides; for example, urban, industrial, academic, and so forth. Secondly, the relationships which impact resources, access to resources, or use of resources by, or belonging to, the library is a part of this external setting. Such relationships include the relationship of the library with its parent organization or extra-library governance structure, with other organizations (such as networks, other libraries, other agencies), with other administrative units of the parent organization, and with its funders.

Relevant internal factors of the library include the reporting structure, the service points and outlets of the library, and special features about the library's internal structure which influence either services or resource accessibility and availability.

Population characteristics which are of utmost concern to the library administrator are those determinants which affect either the use of the library or the nature of the services and resources provided by the library. These variables differ with types of libraries. Within academic libraries, for instance, pertinent population factors include enrollments, educational levels of students, course offerings, credit hours taught in various disciplines, and doctoral programs or areas of current research concentration. Similarly, population characteristics affecting school libraries or media centers might include enrollments, age, and educational levels of pupils, and educational approaches employed. Factors for public library populations, on the other hand, are more diverse: educational levels, occupational classifications, ethnic make-up, income levels, and unemployment rates. Any or all of these descriptors can provide a basis upon which to compare actual users with the target population.

Classification of Terms about the Environment of the Library

Due to the scope of the data relating to the environment of the library, these data have been separated into two parts for presentation in the *Handbook*. This subsection is limited to an examination of those data describing the external setting and relationships of the library, and the internal organization of the library. Terms about the target group or population which the library is intended to serve appear in the following subsection of this chapter.

Environmental data serve to describe the type of library--i.e., academic, public, school, or special. That is, type of library is defined by the sponsor or parent organization of the library, mission of the library, and the population which the library is intended to serve (i.e., the target group). These designations further provide general information about the library, the community in which it resides, possible peers, and insight into the atmosphere surrounding the library.

In addition to the type, libraries differ in their relationships with the outside world. In many senses, these relationships place the library in context of its external setting. These relationships necessarily include the relationship of the library to its sponsors, to its target group, and to other libraries and agencies. In general, these relationships influence the resources and programs of the library and affect the utilization of these resources and programs. These unique elements in the environment and the necessary type-specific data underline the importance and problems associated with the classification of environmental data.

As a general rule, the primary digit of the codes for environmental data designate the type of library. The management information category (designated by the second digit of the classification code) of the external setting and internal organization is designated by the number 1. Type specific terms, such as the governance of the library, will appear as:

1.1 Academic library environment terms

Terms which are not type specific are designated as:

t.1 Library environmental data

Two additional digits are used in the coding of the library environment: one for major headings and the second for subsections or minor headings. The general code for library environmental data is: *t*.1.00.

CODE	TERMS ABOUT THE ENVIRONMENT OF THE LIBRARY	Page No. of Definition
	TYPE OF LIBRARY	
1.0	*ACADEMIC LIBRARY*	157
	Academic library in a major doctoral-granting institution	157
	Academic library in a comprehensive college	157
	Academic library in a general baccalaureate college	158
	Academic library in a specialized or professional institution	158
	Academic library in a two-year college	158
	Academic library in a multi-program occupational/vocational school	158
	Academic library in a single program occupational/vocational school	158
	Academic library in another institution of postsecondary education	158
2.0	*PUBLIC LIBRARY*	244
	Public library in an urban community	244
	with a population of less than 10,000	244
	with a population of 10,000 to 24,999	244
	with a population of 25,000 to 49,999	244
	with a population of 50,000 to 99,999	244
	with a population of 100,000 to 249,999	244
	with a population of 250,000 to 499,999	244
	with a population of 500,000 to 999,999	245
	with a population of 1,000,000 or more	245
	Public library in a rural community	245
	Public library in a rural-farm community	245
	Public library in a rural-nonfarm community	245
3.0	*SCHOOL LIBRARY/MEDIA CENTER*	256
	School library/media center in an elementary school	254
	School library/media center in a one-teacher school	254
	School library/media center in a middle school	254
	School library/media center in another elementary school	254
	School library/media center in a secondary school	254
	School library/media center in a junior high school	254
	School library/media center in a senior high school	254
	School library/media center in a junior-senior high school	255
	School library/media center in a vocational technical school	255

CODE	TERMS ABOUT THE ENVIRONMENT OF THE LIBRARY	Page No. of Definition
	TYPE OF LIBRARY (continued)	
3.0	*SCHOOL LIBRARY/MEDIA CENTER* (continued)	
	School library/media center in another school	255
	School library/media center in a combined elementary-secondary school	255
	School library/media center in a special education school for the handicapped	255
	School library/media center in another school	255
4.0	*SPECIAL LIBRARY SERVING AN INSTITUTION OF POSTSECONDARY EDUCATION*	263
5.0	*SPECIAL LIBRARY IN THE PRIVATE SECTOR*	263
	Special library in a trade or professional organzation	263
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C. TARGET GROUPS

The description of the target group is a major component of environmental data. Due to the importance of the target group in evaluating both the resources and the programs of the library, it is addressed separately in this section. The target group is considered to be that group of individuals and organizations which the library, by its mission, is intended to serve. Typically, the target group coincides with the employees, enrollment or affiliates of the parent organization, or the population of the community in which the library resides. In general, descriptors of the target group differ with type of library.

Within academic institutions, important target group characteristics include headcounts of enrollment, educational levels, disciplines, and academic status of the institutional enrollment, along with areas of research being conducted by institutional employees. Factors describing the target group of the public library may include headcount, educational attainment, occupational levels, age, racial/ethnic characteristics, unemployment rates, and income levels of the individuals in the community. For school libraries, crucial population features include enrollment counts, grade levels, age, and enrollment status of school attendees. Population characteristics of concern to special libraries in academic institutions parallel those of academic library target groups generally. For other types of special libraries, descriptors of the target group may coincide with employee characteristics, numbers of organizational affiliates, and levels of security clearance necessary to access portions of classified collections. It should be underlined that special library descriptors are developmental, and require further testing and refinement.

Classification of Terms about the Target Group

The general code assigned to target group terminology is 2 (i.e., *t*.2.00 is the code for library target groups). Where type-specific descriptors of the target group are employed, the appropriate code is used. For example, academic library target groups are coded as 1.2.10, and public library target groups are coded as 2.2.20. The library type designator is also used as a section code. This allows the library which serves multi-type target groups (e.g., an academic library which serves the local community or a public library which serves the local schools) to segregate these diverse populations and relate them to other libraries which serve multiple populations. For the purposes of coding, only one additional level of information has been assigned a classification. This conforms to the coding scheme employed with other environmental data.

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	Only the ability to profit from attendance	224
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	First professional degree	204
	Master's degree	204
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1.2.20	*ACADEMIC LIBRARY TARGET GROUP* (continued)	
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.31	Density of population in public library primary service area	245
.32	Educational attainment (of adult population)	187
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CODE	TERMS ABOUT THE LIBRARY TARGET GROUP	Page No. of Definition
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2.2.30	*PUBLIC LIBRARY TARGET GROUP* (continued)	
.33	Employment categories (of adult population)	246
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	Sales and services workers	246
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.34	Family income	246
	Under $1,000	247
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	$15,000 to $24,999	247
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.39	Other public library target group	246
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	Age	224
	Grade or year standing	224
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	Special need	225
	Court commitment	225
	Current employment	225
	Employability	225
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CODE	TERMS ABOUT THE LIBRARY TARGET GROUP	Page No. of Definition
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3.2.40	*SCHOOL LIBRARY/MEDIA CENTER TARGET GROUP* (continued)	
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.43	School permissive attendance age span	257
.44	School student counts	258
	School average daily attendance	258
	School average daily membership	258
	School grade or year enrollment	258
.45	School employee counts	188
	Classroom teacher	256
	Other school employee	188
.49	Other school library/media center target group	256
4.2.50	*SPECIAL LIBRARY SERVING AN INSTITUTION OF POSTSECONDARY EDUCATION TARGET GROUP*	265
	(see descriptors for academic library target group)	
5.2.60	*SPECIAL LIBRARY IN THE PRIVATE SECTOR TARGET GROUP*	265
.61	Security clearance status (if applicable)	265
.62	Parent organization employee counts	188
	Research (instruction) employee	252
	Level of research involvement	252
	Discipline/subject matter	252
	Other employee	188
.69	Other special library target group	265

CODE	TERMS ABOUT THE LIBRARY TARGET GROUP	Page No. of Definition
t.2.00	*TARGET GROUP* (continued)	
6.2.70	*SPECIAL LIBRARY MAINTAINED BY AND SERVING A GOVERNMENT AGENCY TARGET GROUP*	265
.71	Security clearance status (if applicable)	265
.72	Government officials	265
.73	Agency employee counts	181
	Research (instruction) employee	252
	Level of research involvement	252
	Discipline/subject matter	252
	Other employee	188
.74	Contractors to the agency	266
.79	Other special library target group	265
7.2.80	*INDEPENDENT SPECIAL LIBRARY TARGET GROUP*	265
	(categories of target group should be self-defined)	
8.2.90	*OTHER SPECIAL LIBRARY TARGET GROUP*	265
	(categories of target group should be self-defined)	

D. RESOURCE DATA

This section describes the resources that are available to the library and may be utilized to provide services to the library's clientele. The most prominent resource is the collection. In addition to the collection, other resources include personnel resources (i.e., the employees of the library), financial resources and liabilities (e.g., endowments and debt services), and facility resources (i.e., the library buildings and equipment).

Resource management is a vital concern to managers in all sectors. The management of a resource includes not only a quantitative description of that resource, but also some determination of the quality of that resource. In the case of library management, it is severely limiting to describe the collection resources, for example, only in terms of dollars and size. Instead, it is much more desirable to assess both the quantitative and qualitative aspects of the collection. These same concerns apply to personnel, financial, and facility resources of the library. For example, although library personnel are assigned to specific tasks within the library, taken as a group, the staff represent a major resource of the library. Thus, the library manager has an acute need for qualitative and quantitative information about the resources available to the library.

Classification of Terms about Library Resources

Each resource category is separately coded and separately discussed in the following subsections. Codes associated with these resources are as follows: collection, *t*.3; financial, *t*.4; personnel, *t*.5; and facilities, *t*.6, where *t* indicates the type of library. Most resource desriptors are common to all types of libraries (i.e., resource description is not type specific). However, while the physical description of the collection (e.g., physical units of holdings) is identical for all types of libraries, the measure of relevancy of the collection (which is based largely upon the correspondence between the content of the collection and the characteristics of the target population) differs with the target group characteristics--i.e., it is type specific.

The generalized resource codes are:

t. Type of Library
t.0 Resource Category
t.0.0 Section
t.0.00 Subsection

where "*t*" is the code for type of library.

Collection Resources

The collection represents the basic resource of the library and the most frequently measured and evaluated. Thus, the library manager has and needs a significant amount of information, both quantitative and qualitative, about this resource. Traditionally the physical description of the collection has been most readily available and most widely collected. With the increasing use of computer support systems, it becomes equally feasible to describe the collection in terms of its intellectual content, relevance to target groups, accessibility, availability, and utilization. Further, it is possible to evaluate the total information resources to which the individual library has access through networks, within the state, across states, or nationally. It is important to the library manager to evaluate not only the resources under the control of the library, but through networks and cooperatives, those additional resources to which the library has access.

In general, the following types of measures are appropriate for the collection: physical description, intellectual description, relevancy, accessibility, availability, and utilization.

Physical description measures the physical dimensions of the library collection. Physical dimensions are depicted within this Handbook in terms of the numbers (physical units) and the types of format represented in the collection. For some management purposes, factors such as shelf space utilized, oversized print materials, square footage required to store materials, and so forth, may also be useful pieces of information. However, physical units in combination with materials format, in general, are considered sufficiently descriptive of the physical dimension of the collection. Such information is important in facilities planning, inventory control, and processing requirements.

Descriptors of the intellectual content include the bibliographic units and titles held, and the breadth and depth of the collection. Characteristics of breadth are fundamental in determining the capability of the collection in meeting general information needs. The measurement of the scope of intellectual content is difficult. Simplistically, and within the confines of the Handbook, it is measured in terms of the topical areas covered and the extent of that coverage provided by the collection. Depth, on the other hand, describes the capability of the resource to meet specialized needs and is measured in the terms of density or number of titles within subject areas covered by the collection.

The relevancy of the collection implies the objective capability of the collection to meet the needs of the library's target group. In part, relevancy is reflected in utilization of the collection; however, there are other measures of relevancy which can be examined in relationship to the collection. These measures encompass such factors as "appropriate" depth and breadth of the collection, age of the collection, and capability of the collection to meet the anticipated needs of the library's target group. There is considerable difficulty in advocating any particular measure of relevancy appropriate to libraries in general; such measures are contextual and relate to the community which the library is intended to serve. Further, there are no obvious and direct measures of relevancy. Instead, the Handbook suggests the correspondence of subjects covered, density of coverage and recency of acquisitions with features of the library's target group. In academic settings, for example, the subject strengths of the collection need to be mapped to the disciplines and research areas represented by faculty and students. Similarly, among school libraries, collections might be best examined in light of grade levels.

Availability is another measure used to evaluate the collection. Specifically, availability refers to whether the title or information requested by the user is held in the collection at all. Examples of these measures include the total request versus requests filled by the collection, and the percent of current publications which are purchased by the library. Concepts of availability also extend to the availability of resources to the library through systems and networks.

Accessibility refers to the physical positioning of collection materials and the ease with which the user can locate the desired information. Measurement is based upon issues such as the delivery time of materials to the patron from the collection, from off-site storage, and through recall of materials in circulation; the ease with which a patron can locate desired materials through the public catalog and on the shelf; and the unsatisfied demand for materials which are owned by the library but are inaccessible (e.g., lost, in circulation, in bindery). Measures of accessibility also can be applied to materials available to the individual library through resource sharing agreements and networks.

Finally the collection can be assessed through utilization. Utilization measures are an indication of the value of the collection to the user. The manager needs to know how much of the collection is used and by whom (through both circulation and in-library use); what percentage of the collection is circulated through interlibrary loan; how often individual items from the collection are used; to what extent the collection remains unused; how many patrons are repeat users; the demographic profile of the user and the types of material used. Utilization measures best correspond with user and activity measures discussed later; however, the concept is useful in the evaluation of the collection as well.

Decisionmakers and library managers need to be aware of the growing need to assess the collection of any individual library in context with the resources available to the library through external sources, e.g., regional, state, and national networks. Thus, while the collection of the library needs to be evaluated on its own merits, it equally must be viewed in relationship to other available resources.

Classification of Terms about the Collection Resources

As indicated earlier, the coding designation for collection resources is "*t*.3," where *t* represents the type of library. In general, the following classification is more detailed for the physical description of the collection than other measures of the collection. Specifically, the physical description of the collection is coded as follows:

t.3.	COLLECTION RESOURCES
t.3.10	Collection counts
t.3.20	Collection categories
t.3.30	Materials format of print and print facsimile
t.3.40	Materials format of other material

Other dimensions of collection description are coded as:

t.3.50	Intellectual dimensions
t.3.60	Relevancy of collection resources
t.3.70	Accessibility of collection resources
t.3.80	Availability of collection resources
t.3.90	Utilization

CODE	TERMS ABOUT THE COLLECTION RESOURCES OF THE LIBRARY	Page No. of Definition
t.3.00	*COLLECTION RESOURCES*	176
.01	Collection book value	173
t.3.10	*COLLECTION COUNTS*	174
.11	Title	175
.12	Physical unit	175
.13	Volume	271
.14	Volume equivalency	271
.19	Other collection counts	174
t.3.20	*COLLECTION CATEGORIES*	173
.21	General library collection	173
.22	Reference collection	173
	Ready reference collection	173
	Reference file	173
	Vertical file	173
	General reference collection	173
.23	Classified collection	173
.24	Reserve collection	174
.25	Nonprint collection	174
.26	Special collection	174
.28	Off-site storage collection	174
.29	Other collection	174

CODE	TERMS ABOUT THE COLLECTION RESOURCES OF THE LIBRARY	Page No. of Definition
t.3.00	*COLLECTION RESOURCES* (continued)	
t.3.30	*MATERIALS FORMAT OF PRINT AND PRINT FACSIMILE*	218, 232
.31	Print (or printed) material	218
	Book	218
	Serial	218
	Periodical	218
	Bound periodical	218
	Unbound periodical	218
	Newspaper	219
	Serial service	219
	Other serial	219
	Other print (or printed) material	219
	Pamphlet (not in vertical file)	219
	Vertical file material	219
	Other print material	219
.35	Microform	219
	Aperture card	219
	Microfiche	219
	Microfilm	219
	Other microform	220
.39	Other print and print facsimile	232
t.3.40	*MATERIALS FORMAT OF OTHER MATERIAL*	218
.41	Audiorecording	220
	Audiocard	220
	Audiodisc	220
	Audiopage	220
	Audiotape	220
	Other audiorecording	220
.42	Computer material	220
	Computer printout	220
	Magnetic storage	220
	Other computer material	221

CODE	TERMS ABOUT THE COLLECTION RESOURCES OF THE LIBRARY	Page No. of Definition
t.3.00	*COLLECTION RESOURCES* (continued)	
t.3.40	*MATERIALS FORMAT OF OTHER MATERIAL* (continued)	
.43	Electronic display material	221
	Videodisc	221
	Videotape	221
	Other electronic display material	221
.44	Pictorial representation	222
	Atlas	222
	Chart	222
	Map	222
	Picture	222
	Other pictorial representation	222
.45	Projected or magnified material	221
	Filmstrip or filmstrip set	221
	Hologram	221
	Motion picture film	221
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.46	Three-dimensional material	222
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	Exhibit	222
	Globe	222
	Mock-up	222
	Model	223
	Realia	223
	Simulation material	223
	Other three-dimensional material	223

CODE	TERMS ABOUT THE COLLECTION RESOURCES OF THE LIBRARY	Page No. of Definition
t.3.00	*COLLECTION RESOURCES* (continued)	
t.3.40	*MATERIALS FORMAT OF OTHER MATERIAL* (continued)	
.49	Other material format	223
	Braille material	223
	Kit	223
	Manuscript	223
	Score	223
	Other material format	223
t.3.50	*INTELLECTUAL DIMENSIONS*	176
.51	Collection breadth	176
	Titles held	175
	Intended target group of collection resources	268
	Discipline/subject matter covered by collection resources	185
	Age ranges of audience (if applicable)	161
.52	Collection depth	176
	Titles in each discipline/subject matter covered by collection resources	185
	Titles in each age range of target group (if applicable)	161
t.3.60	*RELEVANCY OF COLLECTION RESOURCES*	176
.61	Appropriate breadth	176
	Correspondence of collection breadth to library's target group	176, 268
.62	Appropriate depth	176
	Correspondence of collection depth to library's target group	176, 268
.65	Currency of collection resources	177
	Titles added during reporting period	175
	Circulation transactions of title during reporting period	171

CODE	TERMS ABOUT THE COLLECTION RESOURCES OF THE LIBRARY	Page No. of Definition
t.3.00	*COLLECTION RESOURCES* (continued)	
t.3.70	*ACCESSIBILITY OF COLLECTION RESOURCES*	177
.71	User person time devoted to locating item	234
	in public catalog	244
	in general library collection	173
.72	Lag time from time of user request/entrance to library to time of obtaining desired material	233
	from general library collection	173
	from off-site storage	174
	from circulation (i.e., through recall) services	238
	from technical services (e.g., bindery)	239
	from elsewhere	
.74	Unsatisfied demand for collection resources owned by the library but inaccessible	176
t.3.80	*AVAILABILITY OF COLLECTION RESOURCES*	177
.81	Breadth of materials added to collection resources	176
	Percent of domestic nongovernmental publications currently published added to collection	217
.82	User group demand	270
	Percent of title requests by a library user filled by the collection resources	176
	Number of interlibrary loan borrowing requests for material not owned by the library	208
t.3.90	*UTILIZATION*	177
.91	Circulation transactions of title within reporting period	171
.92	Interlibrary loan lending requests for title within the reporting period	208
.94	Noncirculated volumes reshelved	226

Financial Resources

The financial resources of the library include assets, liabilities, and fund balances directly attributable to the library. For many libraries, such assets and liabilities are directly attributable to the parent organization rather than the individual library, and should not be considered here. Assets are typically such items as cash, investments, accounts receivable, inventories, and endowments. Liabilities include such items as accounts payable, mortgages, and bonds. Fund balances encompass unexpended balances, unexpended plant funds, investment in plant, and so forth. From a practical perspective, several types of data may be desirable for the library manager to maintain based upon the particular circumstance of the library. These are (1) a statement of assets and liabilities of the library, (2) a description of unique endowments, and (3) a description of the long-term debt directly attributable to the library.

Financial resources should be distinguished from income and expenditures, which form in part programmatic data discussed in the following section. For example, while unique endowments are considered an asset, endowment income is described as current fund source and a descriptor of library programs.

The general classification for financial resources is *t*.4.00, where *t* denotes the type of library. Assets are classified as 4.10, and liabilities are classified as 4.20.

CODE	TERMS ABOUT THE FINANCIAL RESOURCES OF THE LIBRARY	Page No. of Definition
t.4.00	*FINANCIAL RESOURCES*	197
.01	Dollar amount	186
.02	Dollar equivalency	186
t.4.10	*ASSETS*	198
.11	Cash	198
.12	Investments	198
.13	Pledges receivable	198
.14	Accounts receivable	198
.16	Prepaid expenses and deferred charges	198
.17	Plant	198
.18	Interfund borrowing due from or to other funds	198
.19	Other assets	198
t.4.50	*LIABILITIES*	198
.51	Accounts payable and accrued liabilities	198
.52	Notes, bonds, and mortgages payable	198
.53	Deposits	199
.54	Deferred revenues	199
.59	Other liabilities	199
t.4.70	*FUND BALANCES*	199
.71	Current-fund balance	199
.73	Endowment and similar fund balance	199

CODE	TERMS ABOUT THE FINANCIAL RESOURCES OF THE LIBRARY	Page No. of Definition
t.4.00	*FINANCIAL RESOURCES* (continued)	
t.4.70	*FUND BALANCES* (continued)	
.74	Unexpended plant fund	199
.75	Funds for renewal and replacement	199
.76	Net investment in plant	199
.77	Funds for retirement of indebtedness	199
.79	Other fund balances	199

Personnel Resources

Growing emphasis is being placed upon the personnel resources of the library. This emphasis has been fostered by several developments: the signfiicant proportion of the library's budget devoted to personnel costs; increased concern with affirmative action and equal opportunity; growing dependence upon the quality of personnel resources for the provision of adequate information services; and concerns with salary and professionalism within the library community. From a management perspective, personnel, the amount of resources available, and the related costs of this resource are all of concern. From a reporting perspective, such issues as racial/ethnic characteristics and handicap status are important.

Personnel resources are examined on three levels: (1) individual identifiers and characteristics; (2) conditions of employment; and (3) in total, the resources available for allocation to programs. Employee identifiers and characteristics are independent of the individual's employment and include such factors as educational attainment, experience, racial/ethnic identification, sex, and so forth. Many of these identifiers, such as sex and racial/ethnic identification, are needed to conform to the Office of Civil Rights and others which require such information. However, these categories are subject to change, and the library administrator should adjust categories of employee descriptions as these changes occur. Employment conditions characterize the individual's relationship with the library, including contractual arrangements, terms of appointment, employee category, assignment, status, and compensation.

Finally, these personnel combine to make up the total resources available to conduct library programs. In this sense, the library manager is concerned with the amount of and types of personnel resources available. While the first two levels are measured in terms of headcounts, this last category is measured by full-time equivalents based upon service months.

The general code used to designate personnel resources in this Handbook is *t*.5.00, where *t* represents the type of library. Consistent with earlier classification substructures, personnel resources are classified as:

t.5	PERSONNEL RESOURCES
t.5.0	Major Heading
t.5.00	Subsection

CODE	TERMS ABOUT THE PERSONNEL RESOURCES OF THE LIBRARY	Page No. of Definition
t.5.00	*PERSONNEL RESOURCES*	229
.01	Service months of personnel resources	188
.02	Headcounts of personnel resources	188
.03	Full-time equivalent (FTE) counts of personnel resources	188
t.5.10	*PERSONNEL IDENTIFIERS/TRAITS*	228
.11	Individual identification	228
.12	Age	161
	Under 25 years	162
	25 to 34 years	162
	35 to 44 years	162
	45 to 54 years	162
	55 to 59 years	162
	60 to 64 years	162
	65 to 69 years	162
	70 years and over	162
.13	Sex	262
	Male	262
	Female	262
.14	Race/ethnic identification	249
	Hispanic	249
	Nonhispanic, white	249
	Nonhispanic, black	249
	American Indian or Alaskan native	249
	Asian or Pacific Islander	249
	Nonresident alien	249

CODE	TERMS ABOUT THE PERSONNEL RESOURCES OF THE LIBRARY	Page No. of Definition
t.5.00	*PERSONNEL RESOURCES* (continued)	
t.5.10	*PERSONNEL IDENTIFIERS/TRAITS* (continued)	
.15	Handicap category	203
	None	203
	Visually handicapped	203
	Hearing handicapped	203
	Deaf-blind	203
	Orthopedically handicapped	203
	Other health handicapped	203
	Speech handicapped	203
	Mentally handicapped	203
	Multihandicapped	203
.16	Educational attainment	187
	Less than high school graduation	187
	Certificate or diploma	204
	Associate degree	204
	Bachelor's degree	204
	Master's degree	204
	in information/library science	187
	in media/educational technology	187
	two or more master's degrees (or master's and first professional degree)	187
	one of which is in information/library science	187
	one of which is in media/educational technology	187
	none of which is in information/library science or media/educational technology	187
	Doctoral degree	204
	Other	187
.18	Professional affiliations or appointments	229
.19	Other personnel identifiers/traits	228

CODE	TERMS ABOUT THE PERSONNEL RESOURCES OF THE LIBRARY	Page No. of Definition
E.5.00	*PERSONNEL RESOURCES* (continued)	
E.5.30	*PERSONNEL CONDITIONS OF EMPLOYMENT*	228
.31	Personnel resource category	229
	Executive/administrative/managerial professional	229
	Specialist/library professional	229
	Librarian	230
	Media professional	230
	Subject specialist	230
	Other professional	230
	Technical employee	230
	Library technician	230
	Media technician	230
	Other technician	231
	Office/clerical employee	231
	Secretarial/clerical employee	231
	Page/student assistant/shelver	231
	Service employee	231
.32	Compensation	194
	Salaries and wages	194
	Fringe benefits	194
	Source of compensation	228
.33	Term of appointment	228
	Tenure status	
	Appointment period	
.34	Status	228
	Full-time employee	228
	Part-time employee	228
.39	Other personnel conditions of employment	228

CODE	TERMS ABOUT THE PERSONNEL RESOURCES OF THE LIBRARY	Page No. of Definition
t.5.00	*PERSONNEL RESOURCES* (continued)	
t.5.50	*STUDENT ASSISTANT*	267
.51	Service months of student assistants	188
.52	Headcount of student assistants	188
.53	Compensation of student assistants	194
t.5.60	*CONTRIBUTED (VOLUNTEER) SERVICES*	195
.61	Service months of contributed services	188
.62	Headcount of volunteers	188
.63	Dollar equivalency of contributed (volunteer) services	186

Facilities Resources

Facilities resources form the final resource category in which to describe the assets of the library. The library manager needs to have an overall picture of the amount of facilities (physical plant) resources available to the library, the cost and quality of library facilities, and the special equipment available to the library.

This *Handbook* provides several ways to describe the space available within the facilities resources: the capacity of the library to house the collection, the actual usable space contained within the library as measured in square footage, and the seating capacity of the library. The value of the library facilities is measured in terms of the estimated replacement cost of the facilities and the capital equipment housed within the library. Further, the condition of the facilities is evaluated. Also considered under facilities resources is the equipment maintained by the library. Finally, the relative availability of equipment and facilities to the library's clientele is considered.

The general classification of facilities resources is *t*.6.00, where *t* designates the type of library. The inventory of equipment presented in this section parallels the inventory of materials formats described under collection resources. That is, the following correspondence may be made:

t.3.41 Audiorecording . . . . *t*.6.61 Audio device;
t.3.42 Computer material. . . . . *t*.6.62 Computer device;
t.3.43 Electronic display material. . . *t*.6.63 Electronic display device

CODE	TERMS ABOUT THE FACILITIES RESOURCES OF THE LIBRARY	Page No. of Definition
E.6.00	*FACILITIES RESOURCES*	
.01	Assignable square feet	162
.02	Gross square feet	201
E.6.10	*BUILDING IDENTIFIERS/CHARACTERISTICS*	165
.11	Building identification	165
.12	Year of construction	166
.13	Estimated building/facility replacement cost	166
.14	Condition code	166
	Satisfactory	166
	Remodeling - A	166
	Remodeling - B	166
	Remodeling - C	166
	Demolition	166
	Termination	166
.15	Handicap Access	166
E.6.20	*ROOM USE CATEGORIES (ASSIGNABLE SQUARE FEET)*	252
.21	Classroom facility	252
.22	Laboratory facility	252
.23	Office facility	252
.24	Study facility	253
	Reading/study room	253
	Stack	253
	Open stack/reading room	253
	User information area	253

CODE	TERMS ABOUT THE FACILITIES RESOURCES OF THE LIBRARY	Page No. of Definition
E.6.00	*FACILITIES RESOURCES* (continued)	
E.6.20	*ROOM USE CATEGORIES (ASSIGNABLE SQUARE FEET)* (continued)	
.25	Special use facility	253
	Audiovisual, radio, TV facility	253
	Audiovisual, radio, TV service facility	253
	Other special use facility	253
.26	General use facility	253
.27	Supporting facility	253
	Off-site storage facility	253
	Other supporting facility	253
.29	Unclassified facility	253
E.6.30	*FACILITIES AVAILABILITY*	197
E.6.40	*FACILITIES CAPACITY*	
.41	Seating capacity	258
	Carrels	259
	Wet-carrels	259
	Dry-carrels	259
	Other seating	259
.42	Shelving capacity	262
	Linear feet of shelving	262
	Assignable square feet of shelving	262
E.6.50	*EQUIPMENT IDENTIFIERS*	189
.53	Equipment ownership status	189
	Equipment owned by library	
	Equipment on deposit, on loan, or rented to library	

CODE	TERMS ABOUT THE FACILITIES RESOURCES OF THE LIBRARY	Page No. of Definition
ε.6.00	*FACILITIES RESOURCES* (continued)	
ε.6.50	*EQUIPMENT IDENTIFIERS* (continued)	
.55	Equipment availability	189
	Equipment available to the library user group for in-library use	
	Equipment available to the library user group for out-of-library use through circulation or rental	
	Equipment not available to user group	
ε.6.60	*EQUIPMENT TYPES*	190
.61	Audio device	190
	Audioplayer	190
	Audiorecorder	190
	Audiotape duplicator	190
	Listening center	190
	Other audio device	190
.62	Computer device	190
	Computer	190
	Computer terminal	191
	Other input/output device	191
	Other computer device	191
.63	Electronic display device	191
	Videotape recorder	191
	Videoplayer	192
	Television receiver	192
	Telewriter	192
	Other electronic display device	192
.65	Projecting or magnifying device	192
	Filmstrip projector or viewer	192
	Slide projector or viewer	192
	Microform reader or reader/printer	192
	Motion picture projector	192
	Other projecting or magnifying projector	193

CODE	TERMS ABOUT THE FACILITIES RESOURCES OF THE LIBRARY	Page No. of Definition
t.6.00	*FACILITIES RESOURCES* (continued)	
t.6.60	*EQUIPMENT TYPES* (continued)	
.67	Graphic/reproduction device	193
	Printer/copier/duplicator	193
	Other graphic/reproduction device	193
.68	Photographic device	193
.69	Other device	193.

E. PROGRAM DATA

This section focuses upon the identification of the different functions performed by the library and describes these functions along dimensions that are important to the library manager. The first part of this section presents a way to describe what programs are conducted by the library (i.e., what a library does) and three alternative levels of detail to categorize these activities. The latter parts of this section detail the dimensions by which to further describe and assess each of these program areas. Figure 1, Summary of Information Structure for Libraries, presented in Chapter III, is an overview of programs and the dimensions which are discussed here.

A library is a complex entity that consists of a number of programs, each of which is a set of activities undertaken for specific purpose(s) requiring a set of resources to accomplish the desired outcome(s). For most purposes, it is meaningless to describe the library as a whole. Rather, it becomes more valuable to describe the library in terms of sets of activities, or primary programmatic categories.

The categories of programmatic activities of libraries are difficult to derive because they relate so intricately to the level of sophistication existent or desired within a particular library. For example, a small library is very simply organized with only a few programs and a limited data system. However, at the other extreme, a major research library would probably have a large number of program areas and a sophisticated data system. Thus flexibility within the information system is essential to accommodate a variety of libraries in a consistent and logical manner.

The Handbook identifies three categorizations of programs (from level 1 to level 3), each successive level consisting of finer program divisions.

The broadest category, level 1, consists of the following programmatic functions:

- Cultural, educational, and information services
- Resource distribution services
- Collection development services
- Technical services
- Administrative services and administrative support services

Level 2 categorization is slightly more disaggregate, and finally, level 3 is the most detailed program categorization. Figure 3 delineates these three levels of programmatic function.

Program data are classified as *t*.7.*nn*.000, where *t* represents the type of library, *nn* represents the programmatic category, and the set of three digits (.000) represents the measures or dimensions by which the program is described and evaluated.

Programmatic Measures

For information about programmatic categories to be valuable, there are a number of descriptors that should be incorporated into the information structure. These descriptors can best be determined as the individual library administrator reflects on broad questions which need to be addressed about each program area of the library. These questions are:

- What are the sources of program funding?

  How much is received from these sources?

  How are these funds spent and how can they be measured?
- How many and what types of personnel resources does the library have at its disposal?

  How can these personnel resources be described?

  How are these personnel resources utilized?

FIGURE 3

LEVELS OF PROGRAMMATIC ACTIVITIES

LEVEL 1	LEVEL 2	LEVEL 3
Cultural, educational, and information services	Information services	Machine-assisted reference services Readers and research advisory services Referral services Research and analysis services Selective dissemination of information services Other information services
	Cultural, recreational, and educational services	General education programs Cultural events programs Special services Other cultural, recreational, and educational services
Resource distribution services	Circulation services	Equipment distribution services General circulation services Media distribution services Reserve services Other circulation services
	Interinstitutional exchange and delivery services	Interlibrary loan services Interlibrary delivery services Other interinstitutional exchange and delivery services
Collection development services	Collection development services	Collection development services
Technical services	Materials acquisition services	Ordering services Searching and verification services Other materials acquisition services
	Materials organization and control services	Cataloging services Catalog maintenance and production services Serial control services Other materials organization and control services
	Collection maintenance services	Collection resources maintenance services Physical processing services Other collection maintenance services
Administrative services and administrative support services	Coordinative/leadership activities	Planning and program development Liaison activities Public relations and development Other coordinative and leadership activities
	Management services	Financial management and operations Health, safety, and security services Personnel services Other management services
	Logistical and physical plant operations	Logistical services Physical plant operations

- What facilities and space can the library access?
  How are these facilities utilized?
- What activity is performed in each of the library's departments?
  What is the workload for the employees of the library and how is workload measured?
- Who utilizes the services of the library?
  What services do they utilize?
  How can utilization be described and measured?
- What are the outcomes of library services?
  What level of performance does the library have?
  How does the level of performance relate to the intended objectives of the library?
  How are outcomes and performance measured to best demonstrate resource accountability?

This series of questions leads directly to the identification of a parallel list of measures necessary to describe and evaluate the programs of the library:

- Financial Measures
- Personnel Measures
- Facility Measures
- Activity Measures
- User Measures
- Outcome/Performance Measures

The first three categories of measure--financial, personnel, and facility--correspond to the resources discussed earlier. Indeed these measures represent resource utilization measures. The following classification structure of resource utilization measures and the corresponding resource category reinforce this parallel:

	Programmatic Measures		Resource Measures
t.7.*nn*.400	Financial Measures	*t*.4	Financial Resources
t.7.*nn*.500	Personnel Measures	*t*.5	Personnel Resources
t.7.*nn*.600	Facility Measures	*t*.6	Facility Resources

Activity Measures and Outcome or Performance Measures are classified as *t*.7.*nn*.70 and *t*.7.*nn*.80, respectively, where "*t*" indicates type of library and "*nn*" indicates the programmatic category. User measures are classified as *t*.7.*nn*.200 to correspond with the classification of the library target group, *t*.2.

Each of these categories is discussed in detail in the following system. Figure 1, Summary of Information Structure for Libraries (in Chapter III), provides a graphic overview of the information framework thus far discussed.

CODE	TERMS ABOUT THE PROGRAMMATIC ACTIVITIES OF THE LIBRARY	Page No. of Definition
t.7.00	*PROGRAMMATIC ACTIVITIES*	235
t.7.10	*CULTURAL, EDUCATIONAL, AND INFORMATION SERVICES*	235
.11	Information services	235
	Machine-assisted reference services	235
	Readers and research advisory services	235
	Referral services	236
	Research and analysis services	236
	Selective dissemination of information services	236
	Other information services	236
.15	Cultural, recreational, and educational services	236
	General education programs	236
	Cultural events programs	237
	Special services	237
	Other cultural, recreational, and educational services	237
t.7.20	*RESOURCE DISTRIBUTION SERVICES*	237
.21	Circulation services	238
	Equipment distribution services	238
	General circulation services	238
	Media distribution services	238
	Reserve services	238
	Other circulation services	238
.25	Interinstitutional exchange and delivery services	239
	Interlibrary loan services	239
	Interlibrary delivery services	239
	Other interinstitutional exchange and delivery services	239
t.7.30	*COLLECTION DEVELOPMENT SERVICES*	239

CODE	TERMS ABOUT THE PROGRAMMATIC ACTIVITIES OF THE LIBRARY	Page No. of Definition
t.7.00	*PROGRAMMATIC ACTIVITIES* (continued)	
t.7.40	*TECHNICAL SERVICES*	239
.41	Materials acquisition services	240
	Ordering services	240
	Searching and verification services	240
	Other materials acquisition services	240
.44	Materials organization and control services	240
	Cataloging services	240
	Catalog maintenance and production services	240
	Serial control services	240
	Other materials organization and control services	241
.47	Collection maintenance services	241
	Collection resources maintenance services	241
	Physical processing services	241
	Stack maintenance services	241
	Other collection maintenance services	241
t.7.50	*ADMINISTRATIVE SERVICES AND ADMINISTRATIVE SUPPORT SERVICES*	241
.51	Coordinative and leadership activities	242
	Planning and program development	242
	Liaison activities	242
	Public relations and development	242
	Other coordinative and leadership activities	242
.54	Management services	242
	Financial management and operations	243
	Health, safety, and security services	243
	Personnel services	243
	Other management services	243
.57	Logistical and physical plant operations	243
	Logistical services	243
	Physical plant operations	244

Financial Measures

The financial measures included in this structure of information encompass two basic types of data--revenues and expenditures. Revenue data focus upon funding sources and levels of funding, by mapping these data to specific activity centers (programs) of the library. With respect to expenditures, both program and object expenditures are considered. In addition, a detailed classification of collection expenditures according to the types of materials acquired by the library is presented.

In order to more clearly link these measures to individual programs, a source-use matrix is provided in Summary Format 1. This matrix provides an overview of the current revenues of the library and the allocation of these revenues. Alternatively, or additionally, an examination of the expenditure categories by program may be used. A summary format--Expenditures by Program--follows the source-use matrix.

The utilization of the financial resources by programmatic functions of the library is coded as *t*.7.*nn*.400, where "*t*" is the type of library, and "*nn*" represents the program designation. It is contingent upon the library to substitute the appropriate programmatic code.

CODE	TERMS ABOUT THE FINANCIAL MEASURES OF PROGRAMMATIC ACTIVITIES	Page No. of Definition
t.7.*nn*.400	*FINANCIAL MEASURES*	233
t.7.*nn*.410	*REVENUE RESTRICTION CATEGORIES*	252
.411	Unrestricted funds	252
.412	Restricted funds	252
t.7.*nn*.420	*CURRENT-FUND REVENUE CATEGORIES*	181
.421	Governmental appropriations	181
	Federal	181
	State	181
	Local	181
	Other governmental jurisdiction	181
.422	Governmental grants and contracts	182
	Federal	182
	State	182
	Local	182
	Other jurisdiction	182
.424	Private gifts, grants, and contracts	182
.425	Endowment income	182
.426	Generated income	182
.429	Other current-fund revenues	182
	Tuition and fees (where applicable)	183
	Appropriations made by the parent organization (where applicable)	183
t.7.*nn*.430	*TRANSFER-IN*	182

CODE	TERMS ABOUT THE FINANCIAL MEASURES OF PROGRAMMATIC ACTIVITIES	Page No. of Definition
t.7.*nn*.400	*FINANCIAL MEASURES* (continued)	
t.7.*nn*.440	*PROGRAM EXPENDITURES (DIRECT COSTS)*	194
.441	Salaries and wages	194
	Exempt (professional) employee	193
	Nonexempt (other) employee	226
.442	Fringe benefits	194
	Exempt (professional) employee	193
	Nonexempt (other) employee	226
.443	Supplies and services	194
.444	Noncapital equipment	194
.448	External accounting expenditures	
	Expenditures made by parent organization	194
	Expenditures made by another agency	195
	Expenditures made by a central administration	195
	Dollar equivalency of contributed (volunteer) services	195
.449	Other program expenditures	194
t.7.*nn*.450	*OBJECT EXPENDITURES*	
.451	Program expenditures (direct costs)	194
.452	Collection resources expenditures	195
	Publishing source	
	Government publication	217
	Domestic nongovernment publication	217
	Foreign nongovernment publication	217
	Materials format	218
	Periodical subscription (excluding microform)	267
	Other serials subscription (excluding microform)	267
	Print (or printed) books	218
	Microform	219
	Other materials format	218

CODE	TERMS ABOUT THE FINANCIAL MEASURES OF PROGRAMMATIC ACTIVITIES	Page No. of Definition
t.7.*m*.400	*FINANCIAL MEASURES* (continued)	
t.7.*m*.450	*OBJECT EXPENDITURES* (continued)	
.455	Expenditures for capital assets	195
t.7.*m*.460	*TRANSFER-OUT*	195
.461	Mandatory transfer-out	195
.462	Nonmandatory transfer-out	195

SLIN NUMBER __________
FISCAL PERIOD FROM __________
TO __________

CURRENT-FUND SOURCE/USE MATRIX

Source of Funds / Programmatic Categories and Object	UNRESTRICTED FUNDS	RESTRICTED FUNDS						TRANSFERS IN	TOTAL EXPENDITURES BY FUNCTION *(Row Totals)*
		Governmental Appropriations	Governmental Contracts & Grants	Private Gifts, Grants, & Contracts	Endowment Income	Generated Income	Other		
CULTURAL, EDUCATIONAL, AND INFORMATION SERVICES									
RESOURCE DISTRIBUTION SERVICES									
COLLECTION DEVELOPMENT SERVICES									
TECHNICAL SERVICES									
ADMINISTRATIVE SERVICES & ADMINISTRATIVE SUPPORT SERVICES									
COLLECTION RESOURCES									
EXPENDITURES FOR CAPITAL ASSETS									
MANDATORY TRANSFER-OUT (itemize)									
NONMANDATORY TRANSFER-OUT									
TOTAL REVENUES BY SOURCE *(Column Totals)*									

SLIN NUMBER ______
FISCAL PERIOD FROM ______
TO ______

EXPENDITURES BY PROGRAM

SUMMARY FORMAT

Object of Expenditure / Programmatic Activities (Program)	Salaries and Wages	Fringe Benefits	Supplies and Services	Non-capital Equipment	Program Expenditures *(Row Totals)*
CULTURAL, EDUCATIONAL, AND INFORMATION SERVICES					
RESOURCE DISTRIBUTION SERVICES					
COLLECTION DEVELOPMENT SERVICES					
TECHNICAL SERVICES					
ADMINISTRATIVE SERVICES AND ADMINISTRATIVE SUPPORT SERVICES					
COLLECTION RESOURCES					
EXPENDITURES FOR CAPITAL ASSETS					
MANDATORY TRANSFER-OUT (itemize)					
NONMANDATORY TRANSFER-OUT					
TOTAL OBJECT EXPENDITURES *(Column Totals)*					

Personnel Measures of Library Programs

The personnel component of this section is concerned with the description of personnel resources utilized in each of the functional areas. Personnel measures of library programs are described in the same manner in which the personnel resources of the library were described previously. These measures include both headcount and equivalent service months, full- or part-time status, and types of employee classification.

Thus, the general code for personnel measures of library programs is *t*.7.*nn*.5̲00, parallelling that of personnel resources (*t*.5.00). As with financial measures previously, personnel measures are the same for all programmatic functions.

A summary format for personnel measures is provided in personnel and service months by program.

CODE	TERMS ABOUT PERSONNEL MEASURES OF LIBRARY PROGRAMS	Page No. of Definition
t.7.nn.500	*PERSONNEL MEASURES*	233
.501	Service months	188
.502	Headcounts of personnel resources	188
.503	Full-time equivalent counts of personnel resources	188
t.7.nn.510	*PERSONNEL RESOURCE CATEGORY*	229
.511	Executive/administrative/managerial professional	229
.512	Specialist/library professional	229
	Librarian	230
	Media professional	230
	Subject specialist	230
	Other professional	230
.513	Technical employee	230
	Library technician	230
	Media technician	230
	Other technician	231
.514	Office/clerical employee	231
	Secretarial/clerical employee	231
	Page/student assistant/shelver	231
.515	Service employee	231
t.7.nn.550	*STUDENT ASSISTANT*	267
.551	Service months of student assistants	188
.552	Headcounts of student assistants	188
t.7.nn.560	*CONTRIBUTED (VOLUNTEER) SERVICES*	195
.561	Service months of contributed (volunteer) services	188

CODE	TERMS ABOUT PERSONNEL MEASURES OF LIBRARY PROGRAMS	Page No. of Definition
t.7.*nn*.500	*PERSONNEL MEASURES* (continued)	
t.7.*nn*.560	*CONTRIBUTED (VOLUNTEER) SERVICES* (continued)	
.562	Headcount of volunteers	188
.563	Dollar equivalency of contributed (volunteer) services	195

SLIN NUMBER ____________
FISCAL PERIOD FROM ____________
TO ____________
(*Service Outlet* ____________)

PERSONNEL MEASURES OF PROGRAMMATIC ACTIVITIES

SUMMARY FORMAT

Personnel Resource Categories / Programmatic Functions	Headcount					Service Months				
	Exempt (Professional) Employees		Nonexempt (Other) Employees		Total Headcount	Exempt (Professional) Employees		Nonexempt (Other) Employees		Total Service Months
	Full-time	Part-time	Full-time	Part-time		Full-time	Part-time	Full-time	Part-time	
CULTURAL, EDUCATIONAL, AND INFORMATION SERVICES										
RESOURCE DISTRIBUTION SERVICES										
COLLECTION DEVELOPMENT SERVICES										
TECHNICAL SERVICES										
ADMINISTRATIVE SERVICES AND ADMINISTRATIVE SUPPORT SERVICES										
TOTALS BY EMPLOYEE STATUS *(Column Totals)*										

Facilities Measures of Library Programs

The facilities component of programmatic measures parallels the facilities resource measures. This section is concerned with describing the amount and type of facilities resources utilized by each of the programmatic areas. This description is accomplished by measuring the amount of assignable square feet for several types of room use categories for each of the functional areas.

The general code for facilities measures is *t*.7.*nn*.600 and corresponds to that for the facilities resource descriptions, *t*.600. As with the previously discussed measures of resource utilization, descriptors for facilities measures are the same across programmatic categories and are designated here as "*nn*," allowing the substitution of the appropriate code for the programmatic function under consideration.

A summary format--Facilities Measures of Library Programs--is provided as an overview of facility use by program.

CODE	TERMS ABOUT THE FACILITIES MEASURES OF LIBRARY PROGRAMS	Page No. of Definition
t.7.*nn*.600	*FACILITIES MEASURES*	233
.601	Assignable square feet	162
t.7.*nn*.620	*ROOM USE CATEGORIES*	252
.621	Classroom facility	252
.622	Laboratory facility	252
.623	Office facility	252
.624	Study facility	253
.625	Special use facility	253
.626	General use facility	253
.627	Supporting facility	253
t.7.*nn*.650	*ASSIGNED EQUIPMENT IDENTIFIERS*	189
t.7.*nn*.660	*ASSIGNED EQUIPMENT TYPES*	
.661	Audio device	190
.662	Computer device	190
.663	Electronic display device	191
.665	Projecting or magnifying device	192
.667	Graphic and reproduction device	192
.668	Photographic device	193
.669	Other device	193

SLIN NUMBER ____________
INVENTORY DATE ____________
(Service Outlet ____________)

FACILITIES MEASURES OF LIBRARY PROGRAMS

SUMMARY FORMAT

Room Use Categories Programmatic Functions	ASSIGNABLE SQUARE FEET											Total Assignable Square Feet by Programmatic Activities *(Row Total)*
	Classroom Facilities	Laboratory Facilities	Office Facilities	Study Facilities				Special Use Facilities	General Use Facilities	Supporting Facilities	Unclassified Facilities	
				Reading/ Study Room	Stack	Open Stack Reading Room	User Information Area					
CULTURAL, EDUCATIONAL, AND INFORMATION SERVICES												
RESOURCE DISTRIBUTION SERVICES												
COLLECTION DEVELOPMENT SERVICES												
TECHNICAL SERVICES												
ADMINISTRATIVE SERVICES & ADMINISTRATIVE SUPPORT SERVICES												
ASSIGNABLE SQUARE FEET BY ROOM USE CATEGORY *(Column Total)*												

Activity Measures of Library Programs

The activities component describes the type and level of activities conducted by each programmatic area of the library. Simplistically, activities can be described as the output (products, services, and work completed) by each of the programmatic functions of the library. This component contains extreme diversity reflecting the various activities and activity centers of the library. The individual library manager will want to consider selecting those measures which most clearly meet the needs and goals and objectives of the library.

Since most activities are directly related and unique to a programmatic function, the program code has been inserted in the following classification structure. The general code for the activities of library programs is *t*.7.*nn*.700, where "*t*" denotes the type of library and "*nn*" indicates the programmatic category.

CODE	TERMS ABOUT THE ACTIVITY MEASURES OF LIBRARY PROGRAMS	Page No. of Definition
t.7.nn.700	*ACTIVITY MEASURES*	233
.701	Number of transactions	233
.702	Transaction duration	233
.703	Lag time	233
.704	Activity rate	234
.705	Person time	234
.706	Labor cost	234
t.7.11.700	*INFORMATION SERVICES*	235
t.7.11.720	*INFORMATION CONTACT*	205
.721	Directional transaction	205
.722	Group transaction	205
.723	Reference transaction	205
	Catalog information transaction	205
	Fact-finding transaction	206
	Literature search transaction	206
	Literature search of the collection	206
	Bibliographic data base literature search	206
	Combined literature search	206
	Other literature search	206
	Readers or research advisory transaction	206
	Referral transaction	207
	Community referral transaction	207
	Other referral transaction	207
	Research and analysis transaction	207
	Other reference transaction	207

CODE	TERMS ABOUT THE ACTIVITY MEASURES OF LIBRARY PROGRAMS	Page No. of Definition
t.7.nn.700	*ACTIVITY MEASURES* (continued)	
t.7.11.700	*INFORMATION SERVICES* (continued)	
t.7.11.730	*SELECTIVE DISSEMINATION OF INFORMATION ACTIVITY*	259
.731	Selective dissemination of information search	259
.732	Data base searched	184
.733	Entries produced	189
t.7.11.740	*BIBLIOGRAPHY COMPILED BY LIBRARY EMPLOYEE*	250
.741	Topic of bibliography	269
.742	Entries in bibliography	189
t.7.11.750	*SPECIAL CATALOG COMPILED BY LIBRARY EMPLOYEE*	262
.751	Topic of special catalog	269
.752	Entries in special catalog	189
t.7.11.760	*NONCIRCULATED VOLUMES RESHELVED INTO REFERENCE COLLECTION*	226, 173
t.7.11.780	*INFORMATION SERVICE HOURS*	207
t.7.11.790	*OTHER INFORMATION SERVICES ACTIVITY*	235
t.7.15.700	*CULTURAL, RECREATIONAL, AND EDUCATIONAL SERVICES*	236
t.7.15.710	*GROUP TRANSACTION*	207
t.7.15.740	*EXHIBIT PREPARED BY LIBRARY EMPLOYEE(S)*	222
t.7.15.790	*OTHER CULTURAL, RECREATIONAL, AND EDUCATIONAL SERVICES*	236

CODE	TERMS ABOUT THE ACTIVITY MEASURES OF LIBRARY PROGRAMS	Page No. of Definition
t.7.nn.700	*ACTIVITY MEASURES* (continued)	
t.7.21.700	*CIRCULATION SERVICES*	238
t.7.21.710	*CIRCULATION TRANSACTION*	171
.711	General circulation transaction	172
.712	Reserve circulation transaction	172
.719	Other circulation transaction	172
t.7.21.720	*RENEWAL TRANSACTION*	251
t.7.21.730	*EQUIPMENT CIRCULATION TRANSACTION*	189
t.7.21.740	*NONCIRCULATED VOLUMES RESHELVED*	226
t.7.21.750	*FULL-TEXT RETRIEVAL TRANSACTION*	200
t.7.21.760	*DIAL ACCESS TRANSACTION*	185
t.7.21.780	*INTRALIBRARY LOAN*	209
t.7.21.790	*OTHER CIRCULATION SERVICES ACTIVITY*	238
t.7.25.700	*INTERINSTITUTIONAL EXCHANGE AND DELIVERY SERVICES*	239
t.7.25.710	*INTERLIBRARY LOAN BORROWING ACTIVITY*	208
.711	Items requested	208
.712	Borrowing requests	208
.714	Requests filled within user specified time	208
.719	Other interlibrary loan borrowing activity	208
t.7.25.730	*BULK BORROWING*	167

CODE	TERMS ABOUT THE ACTIVITY MEASURES OF LIBRARY PROGRAMS	Page No. of Definition
t.7.nn.700	*ACTIVITY MEASURES* (continued)	
t.7.25.700	*INTERINSTITUTIONAL EXCHANGE AND DELIVERY SERVICES* (continued)	
t.7.25.760	*INTERLIBRARY LOAN LENDING ACTIVITY*	208
.761	Lending requests	208
.764	Filled requests	209
	In original format	209
	In reproduced format	209
t.7.25.780	*BULK LENDING*	167
t.7.25.790	*OTHER INTERINSTITUTIONAL EXCHANGE AND DELIVERY SERVICES ACTIVITY*	239
t.7.30.700	*COLLECTION DEVELOPMENT SERVICES*	239
t.7.30.710	*TITLES ADDED TO THE COLLECTION RESOURCES*	175
.711	Periodical	218
.712	Book	218
.719	Other materials format	218
t.7.30.730	*TITLES REMOVED FROM THE COLLECTION RESOURCES*	175
.731	Periodical	218
.732	Book	218
.739	Other materials format	218
t.7.30.770	*PHYSICAL UNITS TRANSFERRED FROM GENERAL LIBRARY COLLECTION TO OFF-SITE STORAGE COLLECTION*	175, 173, 174
t.7.30.790	*OTHER COLLECTION DEVELOPMENT SERVICES ACTIVITY*	239

CODE	TERMS ABOUT THE ACTIVITY MEASURES OF LIBRARY PROGRAMS	Page No. of Definition
t.7.nn.700	*ACTIVITY MEASURES* (continued)	
t.7.41.700	*MATERIALS ACQUISITION SERVICES*	240
t.7.41.710	*MATERIALS ACQUISITION COUNTS*	216
.711	Publisher source	
	Government publication	217
	Domestic nongovernment publication	217
	Foreign nongovernment publication	217
.712	Materials format of acquisitions	218
	Print (or printed) material	218
	Book	218
	Periodical	218
	Other serials services	219
	Other print (or printed) material	219
	Microform	219
	Other material	
.713	Titles added	175
.714	Physical units added	175
.715	Subscriptions maintained (including duplicates)	267
.716	Physical units and/or subscriptions received gratis or through exchange	175, 267
.717	Physical units and/or subscriptions acquired jointly with another library or agency	175, 267
.719	Other materials acquisition counts	216
t.7.41.720	*ORDER CARDS GENERATED*	227
t.7.41.730	*PURCHASE ORDERS GENERATED*	247
t.7.41.740	*BLANKET PURCHASE ORDERS MAINTAINED*	165

CODE	TERMS ABOUT THE ACTIVITY MEASURES OF LIBRARY PROGRAMS	Page No. of Definition
t.7.mm.700	*ACTIVITY MEASURES* (continued)	
t.7.41.700	*MATERIALS ACQUISITION SERVICES* (continued)	
t.7.41.750	*APPROVAL PLANS MAINTAINED*	162
t.7.41.760	*STANDING (CONTINUATION) ORDERS MAINTAINED*	266
t.7.41.790	*OTHER MATERIALS ACQUISITION SERVICES ACTIVITY*	240
t.7.44.700	*MATERIALS ORGANIZATION AND CONTROL*	240
t.7.44.710	*CLASSIFICATION SYSTEM EMPLOYED*	172
.711	Library of Congress (LC) Classification	172
.712	Dewey Decimal Classification (DDC)	172
.713	Superintendent of Documents (SuDoc) Classification	172
.719	Other classification system	172
t.7.44.720	*RECLASSIFICATION*	171
t.7.44.730	*AUTHORITY FILES MAINTAINED*	163
.731	Name authority list or file	163
.732	Subject authority list or file	163
.733	Serials authority list or file	163
.734	Combined authority list or file	163
.739	Other authority list or file	163
t.7.44.740	*CATALOGING ACTIVITY*	169
.741	Original cataloging	169

CODE	TERMS ABOUT THE ACTIVITY MEASURES OF LIBRARY PROGRAMS	Page No. of Definition
t.7.nn.700	*ACTIVITY MEASURES* (continued)	
t.7.44.700	*MATERIALS ORGANIZATION AND CONTROL* (continued)	
t.7.44.740	*CATALOGING ACTIVITY* (continued)	
.742	Derived cataloging	169
	Sources of derived cataloging	170
	Automated network catalog record	170
	Cataloging-in-publication	170
	Library of Congress card or card copy	170
	National Union Catalog	170
	Precataloged material	170
	Other source	170
.743	Brief cataloging	170
.747	Recataloging	170
.749	Other cataloging activity	169
t.7.44.750	*ADDED COPIES*	161
t.7.44.760	*ADDED VOLUMES*	161
t.7.44.780	*CATALOGS MAINTAINED*	168
.781	Type	
	Card catalog	168
	Book catalog	168
	Fiche catalog	168
	Microfilm catalog	168
	Online computer catalog	168
	Serials list	168
	Other	169
.786	Catalog record production	169
	Catalog records produced in-library	169
	Catalog records produced via external agents	169

CODE	TERMS ABOUT THE ACTIVITY MEASURES OF LIBRARY PROGRAMS	Page No. of Definition
t.7.*mm*.700	*ACTIVITY MEASURES* (continued)	
t.7.44.700	*MATERIALS ORGANIZATION AND CONTROL* (continued)	
t.7.44.780	*CATALOGS MAINTAINED* (continued)	
.787	Catalog activity	168
	Catalog records added to catalog	169
	Catalog records deleted from the catalog	169
	Catalog records replaced with new records	169
t.7.44.790	*OTHER MATERIALS ORGANIZATION AND CONTROL ACTIVITY*	240
t.7.47.700	*COLLECTION MAINTENANCE SERVICES*	241
t.7.47.710	*COLLECTION RESOURCES MAINTENANCE ACTIVITY*	177
.711	Binding and rebinding	177
.713	Materials conversion	178
.715	Preservation	178
.719	Other collection resources maintenance activity	178
t.7.47.720	*PHYSICAL PROCESSING*	231
t.7.47.790	*OTHER COLLECTION MAINTENANCE SERVICES ACTIVITIES*	241
t.7.50.700	*ADMINISTRATIVE SERVICES AND ADMINISTRATIVE SUPPORT SERVICES*	241
t.7.50.710	*LIBRARY EMPLOYEES*	188
.711	Service months of personnel administered	188
.712	Headcounts of personnel administered	188
t.7.50.720	*EXPENDITURES ADMINISTERED*	194

CODE	TERMS ABOUT THE ACTIVITY MEASURES OF LIBRARY PROGRAMS	Page No. of Definition
t.7.mm.700	*ACTIVITY MEASURES* (continued)	
t.7.50.700	*ADMINISTRATIVE SERVICES AND ADMINISTRATIVE SUPPORT SERVICES* (continued)	
t.7.50.730	*FUND BALANCES*	199
t.7.50.740	*CURRENT-FUND REVENUES*	181

Users of Library Programs

The user component of the Handbook parallels the target group measures outlined in Section C of this chapter. Appropriate descriptors which most closely correspond to the type of users of the library should be employed by the individual library. For academic libraries, users have been described in terms of the types of students, the disciplines of students and employees who use the library, and nonmembers of the target group. These data need to be linked to the types of uses made by these individuals. For public libraries, users have been defined by age and residence and should be examined along with the type of use associated with these groups. Similarly, in special libraries, users can be categorized by the research or information interest of the user, along with the levels and types of use made of the library. For school libraries, the level of students and the types of materials may be explored. Type of use is generally measured by the program employed as designated by the code "*nn*" within the classification structure. It should be noted that the special and school library components are still in the developmental stage.

The general code for users of library programs is *t*.7.*nn*.200, where "*t*" is the type of library and "*nn*" indicates the programmatic category. This classification parallels the code *t*.2.00 for target group. Since descriptions of the users are tied to the type of library, the type of library is included in the code. However, programmatic functions are not specific and are therefore listed as "*nn*," allowing substitution at the appropriate time.

CODE	TERMS ABOUT THE USERS OF LIBRARY PROGRAMS	Page No. of Definition
t.7.nn.200	*USER GROUP*	270
.201	Census date	171
.202	Headcounts of user group	204
t.7.nn.210	*USER GROUP IDENTIFIERS/TRAITS*	
.211	Individual identification	268
.212	Age ranges	161
.213	Sex	262
.214	Race/ethnic identification	249
.215	Handicap category	203
.216	Language proficiency	212
.217	Disadvantage status	185
1.7.nn.220	*ACADEMIC LIBRARY USER GROUP*	159
.224	Academic student counts of user group	160
	Academic student level	160
	Undergraduate students	160
	Graduate students	160
	Nondegree/nondiploma/noncertificate students	160
	Academic student major program	160
.225	Academic institution employee counts of user group	188
	Research (instruction) employee	252
	Discipline/subject matter	252
	Level of research involvement	252
	Other academic institution employee	188
.229	Other academic library user group	159

CODE	TERMS ABOUT THE USERS OF LIBRARY PROGRAMS	Page No. of Definition
t.7.nn.200	*USER GROUP* (continued)	
2.7.nn.230	*PUBLIC LIBRARY USER GROUP*	247
.232	Educational attainment (of adult library user)	187
.233	Employment category (of adult library user)	246
.234	Family income (of adult library user)	246
.239	Other public library user group	247
3.7.nn.240	*SCHOOL LIBRARY/MEDIA CENTER USER GROUP*	256
.244	School grade or year enrollment of student user	258
.245	Headcounts of school employee user group	204
.249	Other school library/media center user group	256
4.7.nn.250	*SPECIAL LIBRARY SERVING AN INSTITUTION OF POSTSECONDARY EDUCATION USER GROUP*	266
	(see descriptors for academic library user group)	
5.7.nn.260	*SPECIAL LIBRARY IN THE PRIVATE SECTOR USER GROUP*	266
.262	Headcounts of parent institution employee user group	204
	Research (instruction) employee	252
	Level of research involvement	252
	Discipline/subject matter	252
	Other employee	188
.269	Other special library user group	266
6.7.nn.270	*SPECIAL LIBRARY MAINTAINED BY AND SERVING A GOVERNMENT AGENCY USER GROUP*	266
.272	Government officials who use library	265

CODE	TERMS ABOUT THE USERS OF LIBRARY PROGRAMS	Page No. of Definition
6.7.*nn*.200	*USER GROUP* (continued)	
6.7.*nn*.270	*SPECIAL LIBRARY MAINTAINED BY AND SERVING A GOVERNMENT AGENCY USER GROUP* (continued)	
.273	Headcount of agency employee user group	204
	Research (instruction) employee	252
	Level of research involvement	252
	Discipline/subject matter	252
	Other employee	188
.274	Contractors to the agency in user group	266
.279	Other special library user group	266
6.7.*nn*.280	*INDEPENDENT SPECIAL LIBRARY USER GROUP*	266
	(categories of target group should be self-defined)	
6.7.*nn*.290	*OTHER SPECIAL LIBRARY USER GROUP*	266
	(categories of target group should be self-defined)	

Outcome or Performance Measures

Outcome measures represent a major component of management information; one which is difficult to articulate and measure. In reality, divisions within a library exist to carry on a number of activities. These activities are translated into objectives which should be quantifiable and combine to form programs. Outcomes are measures of the results, impacts, or consequences of programs which represent what the library sets out to do.

From a practical standpoint, the measurement of impact continues to be elusive, if not impossible. Examples of outcome measures that are concerned with impact illustrate the complexity of outcome measures. For example, the dollar value of improved decisions or the impact of the interlibrary loan program are intricate and difficult to measure. This is most clearly exemplified in the academic or school library where the concept of impact of the library is linked directly to the assessment of educational outcomes or results of the educational program. In this case, it is impossible to disassociate the impact directly attributable to the library and that linked to instruction. Given these obvious complexities, the concept of outcomes has been translated within this structure into terms of performance measures--a decidedly more realistic concept to codify and measure.

Performance measures represent a set of measures that assess the library's level of objective attainment. Performance measures have two perspectives--internal and external. The internal perspective relates to the level and adequacy of performance that are managerial concerns of the library. For example, the error rate of personnel and fiscal transactions is a management concern. In contrast, the external perspective of performance concerns the ability of the library and its activities to meet the needs of the users. An example of a performance measure from this perspective is the user satisfaction with information services.

As is readily apparent from the discussion thus far, the area of outcome/performance measures is one that is yet developing. Nonetheless, a number of criteria can be isolated as critical to institutional performance. These criteria include:

1. policy effectiveness
2. operations effectiveness (including user satisfaction)
3. resource effectiveness
4. budgetary control
5. work environment/staff morale
6. staff competence
7. productivity
8. accuracy
9. timeliness

These performance variables are applicable to each of the functional areas of the library. The idiosyncratic nature of performance measurement, and the fact that outcome/performance measures must be closely linked to specific objectives of the individual library preclude dictating specific performance measures. This circumstance necessitates a very individualized approach to the development of outcome/performance measurement.

By way of example, a number of possible performance measures are provided here:

1. Policy effectiveness: percent of reference questions answered by reference collection; percent of circulation that is renewed; user satisfaction with circulation policy.

2. Operations effectiveness: user satisfaction with library programs; percent of interlibrary loan borrowing requests filled through first channel queried; number of order requests by users for materials already on order or in collection; percent of purchases which circulate within a year of receipt.

3. Resource effectiveness: percent of grant/contract applications awarded; percent increase of current year revenues over previous year.

4. Budgetary control: percent of total budget spent during year; percent of materials acquired at less than publisher's stated price; operating surpluses arising from provision of user copying services.

5. Work environment/staff morale: employee satisfaction; average number of sick days taken per employee; employee turnover rates.

6. Staff competence: experience in job; user satisfaction with library-employee attitudes.

7. Productivity: amount of activity performed per dollar expenditure or service months of personnel.

8. Accuracy: percent of reference questions answered accurately; percent of items reshelved correctly; error rate in circulation records; error rate of catalog entries; percent of total collection recataloged due to inaccuracy.

9. Timeliness: lag time between receipt of reference question and response; percent of interlibrary loan borrowing requests filled within user specified time; percent of total purchase orders issued that are out-of-stock; number of days required to catalog the backlog; percent of items requested while in cataloging process; median/modal elapsed time required for physical processing.

Since each of these performance measures is tied to a programmatic function, each appropriate function is coded. The general code for performance is *t*.7.*nn*.80, where "*t*" indicates the type of library and "*nn*" indicates the programmatic categories.

Specifically, classification of performance measures is as follows:

t	type of library
t.7	program data code
t.7.*nn*	programmatic function, level 1 or level 2
t.7.*nn*.8	performance measure code
t.7.*nn*.80	performance variable, 1 through 9 as listed above

CODE	OUTCOME OR PERFORMANCE MEASURES OF THE LIBRARY	Page No. of Definition
t.7.*mm*.800	*OUTCOME OR PERFORMANCE MEASURES*	234, 235
t.7.*mm*.810	*POLICY EFFECTIVENESS*	234
t.7.*mm*.820	*OPERATIONS EFFECTIVENESS*	234
t.7.*mm*.830	*RESOURCE EFFECTIVENESS*	234
t.7.*mm*.840	*BUDGETARY CONTROL*	234
t.7.*mm*.850	*WORK ENVIRONMENT/STAFF MORALE*	234
t.7.*mm*.860	*STAFF COMPETENCE*	234
t.7.*mm*.870	*PRODUCTIVITY*	234
t.7.*mm*.880	*ACCURACY*	235
t.7.*mm*.890	*TIMELINESS*	235

CHAPTER V

REPORTING AND RECORDING

Introduction

Having completed the structure of information and having outlined the intended uses of this Handbook, it is appropriate to evaluate two major facets of data--collection and use. As underlined in earlier chapters of this Handbook, specific determination of the types of data to be collected at the individual library is largely dependent upon the types of data uses and requirements of that setting. Therefore, specific collection techniques and specific uses cannot be fully documented in such a broad guide as the Handbook. However, a number of general guidelines and suggestions for data collection and use should be addressed.

Principles of Data Collection and Reporting

In order to ensure accuracy and utility in a system of data, a number of guidelines should be observed. The American National Standards Institute (ANSI) Z39. Subcommittee on Library Statistics (Z39.7)[1] has enumerated several basic principles of data collection and data presentation. The following six general principles are provided here with comments (in italics) relating these to the Handbook:

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[1] American National Standard for Library Statistics, Draft for Discussion, 1978. Members of Subcommittee 7 are: Ellen Altman, Indiana University; Evelyn Daniel, Syracuse University; Ronald Dubberly, Seattle Public Library; Janice Feye-Stukas, Minnesota Office of Public Libraries; C. James Schmidt, State University of New York at Albany; and Katherine Emerson, Chair, University of Massachusetts Library at Amherst.

General Principle 1: Agreement of Expenditure Categories with other Reporting Categories.

The same categories should be used for expenditures as used in the rest of the report for staff, resources, services, etc. Every category in which expenditures are to be reported should also be separately identifiable.

(This principle has been accommodated within the Handbook by the use of standard categories and levels of detail common to both program measures and resource measures.)

General Principle 2: Need for Estimates.

If an exact figure is not available for a particular item, but the amount is known to be greater than zero, the library should enter an estimate of the amount and indicate that the figure is an estimate by parenthesis ( ).

(While estimates are of particular importance where information is unavailable, such estimates should be based upon rational assessments; estimates which are grossly inaccurate should not be reported.)

General Principle 3: Accountability of Categories.

Reporting should be in mutually exclusive categories insofar as possible, so that total resources, expenditures, etc. can be derived from subtotals listed by categories.

(Both the classification and glossary stress elements of information which are both mutually exclusive and additive; caution should be exercised, however, when combining data, such as number of titles, from groups of libraries, if such data may be duplicative from setting to setting.)

General Principle 4: Collections as Resources.

Collections should be treated insofar as possible as resources that are available to users as intellectual resources independent of physical format (so that, for example, one library's holdings of a particular series of 20 volumes is listed as the resource equivalent of another library's holdings of the same series in the form of reels of microfilm or a number of microfiche).

(Collections are handled as resources within the context of the structure of information. Both measures of physical dimensions and intellectual content are provided. The former is necessary for such management concerns as facilities planning and equipment access; the latter is necessary to provide a measure of collection content.)

General Principle 5: Equipment Required for Nonprint Materials.

Where nonprint material can become accessible to human users only when amplified, projected, or magnified, the equipment necessary for this purpose becomes an integral part of that collection and should be considered in relation to the materials.

(Equipment, in general, is considered as part of the resources available to the library throughout the Handbook. While those pieces of equipment required to access nonprint materials are not considered to be a part of the collection resources of the library, the classification structure employed allows for appropriate links to be made between materials types and related equipment.)

General Principle 6: Reporting of Income in all Forms.

All income should be reported, whether it comes in the form of money or in-kind materials, or services, provided by the regular budget, by government subsidy (e.g., CETA employees, workstudy students), by volunteers, donors, or whatever source.

(While such a reporting rigor may be desirable, evidence suggests that this principle, although sound, is impractical. The value of donated services and donated materials, for example, needs to be considered in context. The basic question of value is dependent upon whether the library would have procured such materials or services ordinarily. For this reason, the Handbook examines only those services provided to the library which are significant to the library. In the case of donated materials, examination is given to the volume of materials acquired and kept through gift. Services and other items which are provided through government subsidy or other source of income are considered as income to the library, if such services or items are significant to the library.)

A few additional points about data collection should be made. Certain types of information-gathering--such as that about users and performance--may be too burdensome to incorporate into routine data collection activities. Due to the costs associated with collecting information, data collection can be reduced through sampling methodologies, and sampling should be preferred over extensive data collection. For certain information, however, sampling is inappropriate (e.g., for personnel, financial, and facility data). The library administrator should be aware of those data collection activities which are conducive to sampling, and follow appropriate methodologies.

In order to avoid duplicative collection activities and to guarantee a higher degree of accuracy in data collection activities, it is of particular importance to identify suitable data collection points within the library. Increasingly, library automation provides data by-products which are useful to management information. For this reason, the library manager should tap this capacity for information and avoid unnecessary manual data collection routines. In manual systems, it is important to note that information is most accurate at the source; thus, data collection routines should, to the extent possible, be provided as by-products of the library's activity.

Finally, better information is to be preferred over more information. In determining the types of data to be collected at the individual library, information should be gathered only when and where justifiable, and not for the simple exercise of data collection.

Guide to Levels of Reporting

As indicated earlier, this Handbook is not intended to dictate the types of data collected by the individual library or by groups of libraries. However, in an effort to identify the information needs at national and state levels, an attempt has been made to isolate those types of data which are required at the local level to meet the perceived information needs of external agencies and organizations. Figure 4 presents an overview of the types of data which are suggested as meeting the needs of varying levels of data collection. Within this context, elements identified and defined in this Handbook have been detailed at Level III of this figure; combinations of these elements are identified in Levels I and II. This broad examination suggests the types of data which might be desirable at state levels in Level II and at national levels in Level I.

FIGURE 4

LEVELS OF ENVIRONMENT MEASURES: EXTERNAL SETTING AND INTERNAL ORGANIZATION

LEVEL I	LEVEL II	LEVEL III
IDENTIFICATION	IDENTIFICATION	IDENTIFICATION
	Corporate name of parent organization ANSI Standard Library Identification Number (SLIN) Location Address U.S. congressional district State senate district State legislative district Standard Metropolitan Statistical Area City County State/territory	
LEGAL CONTROL/IDENTITY	LEGAL CONTROL/IDENTITY	LEGAL CONTROL/IDENTITY
Public	Public	Federal/dominion State/province Territorial School district(s) County/borough (or counties) Regional Municipality (city, township, etc.) Other
Private	Private	Proprietary Independent, nonprofit Affiliated with a religious group Other
Other	Other	Other
LIBRARY TYPE	LIBRARY TYPE	LIBRARY TYPE
Academic libraries	Academic libraries	Two-year Four-year University Other
Public libraries	Public libraries	Urban Rural
School libraries	School libraries	Elementary school Junior high school Middle school Secondary school Other school

LEVEL I — LIBRARY TYPE

LEVEL II — LIBRARY TYPE

LEVEL III — LIBRARY TYPE

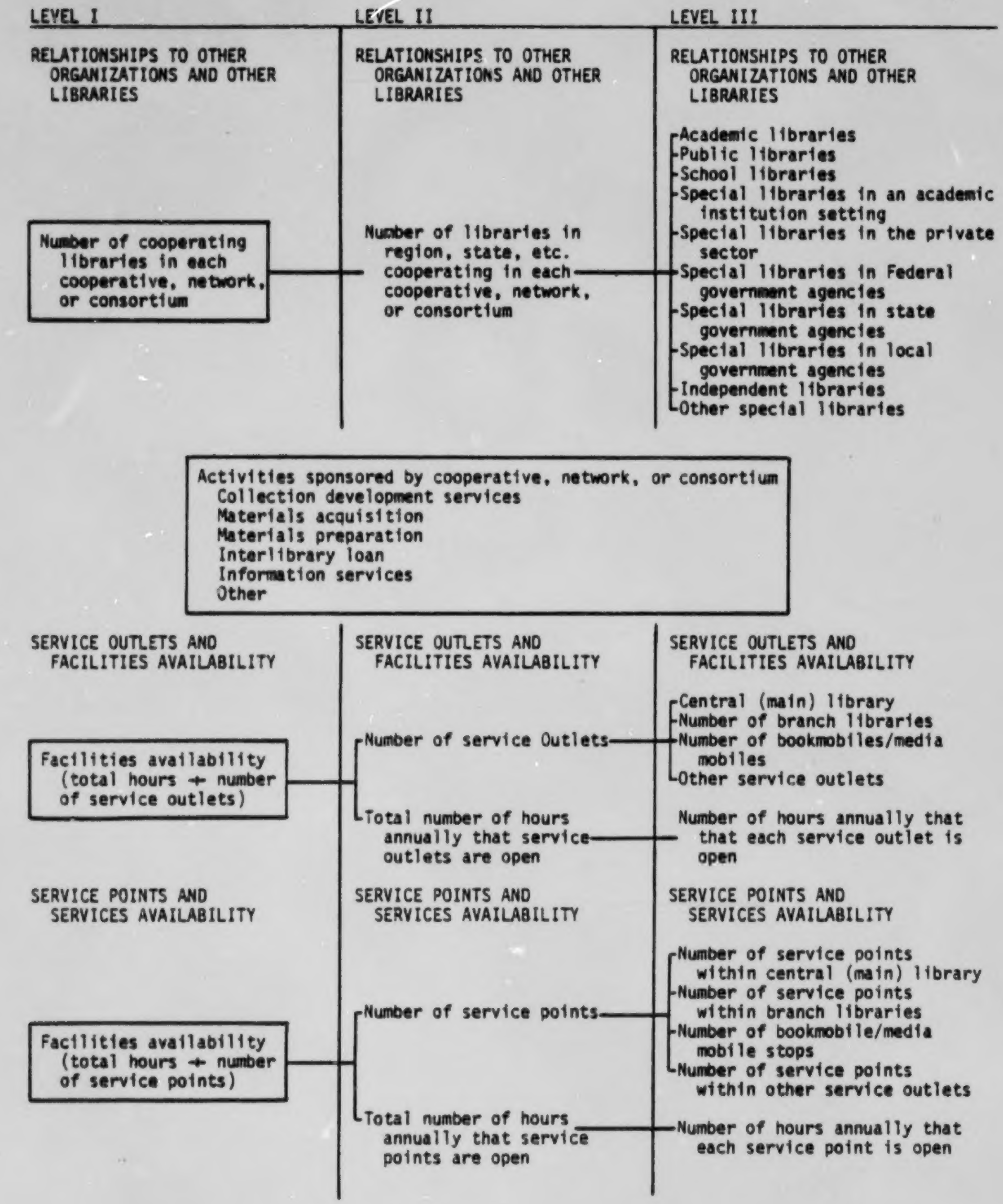
- Special libraries
  - Special libraries in academic institution settings
    - Law library in an academic institution
    - Medical/health sciences library in an academic institution
    - Engineering and sciences library in an academic institution
    - Theology library in an academic institution
    - Arts and humanities library in an academic institution
    - Other special library in an academic institution
  - Special libraries in the private sector
    - Special library in trade and professional organizations (including trade unions, county bars, technical societies, and other trade and professional organizations
    - Research and development organizations
    - Marketing organizations
    - Production organizations
    - Business and service organizations (including banks, hospitals, law firms, and other business and service organizations)
    - Other special libraries in the private sector
  - Special libraries in Federal, state, or local government agencies
    - Special libraries in Federal agencies
    - Special libraries in state agencies
    - Special libraries in local agencies
  - Independent libraries
    - Independent libraries
  - Other special libraries
    - Other special libraries

RELATIONSHIPS TO OTHER ORGANIZATIONS AND OTHER LIBRARIES

RELATIONSHIPS TO OTHER ORGANIZATIONS AND OTHER LIBRARIES

RELATIONSHIPS TO OTHER ORGANIZATIONS AND OTHER LIBRARIES

Cooperative endeavors
  Identification of cooperative, network, or consortium
    Corporate name of cooperative, network, or consortium



LEVEL I

RELATIONSHIPS TO OTHER ORGANIZATIONS AND OTHER LIBRARIES

Number of cooperating libraries in each cooperative, network, or consortium

LEVEL II

RELATIONSHIPS TO OTHER ORGANIZATIONS AND OTHER LIBRARIES

Number of libraries in region, state, etc. cooperating in each cooperative, network, or consortium

LEVEL III

RELATIONSHIPS TO OTHER ORGANIZATIONS AND OTHER LIBRARIES

- Academic libraries
- Public libraries
- School libraries
- Special libraries in an academic institution setting
- Special libraries in the private sector
- Special libraries in Federal government agencies
- Special libraries in state government agencies
- Special libraries in local government agencies
- Independent libraries
- Other special libraries

Activities sponsored by cooperative, network, or consortium
  Collection development services
  Materials acquisition
  Materials preparation
  Interlibrary loan
  Information services
  Other

LEVEL I

SERVICE OUTLETS AND FACILITIES AVAILABILITY

Facilities availability (total hours ÷ number of service outlets)

SERVICE POINTS AND SERVICES AVAILABILITY

Facilities availability (total hours ÷ number of service points)

LEVEL II

SERVICE OUTLETS AND FACILITIES AVAILABILITY

- Number of service Outlets
- Total number of hours annually that service outlets are open

SERVICE POINTS AND SERVICES AVAILABILITY

- Number of service points
- Total number of hours annually that service points are open

LEVEL III

SERVICE OUTLETS AND FACILITIES AVAILABILITY

- Central (main) library
- Number of branch libraries
- Number of bookmobiles/media mobiles
- Other service outlets

Number of hours annually that that each service outlet is open

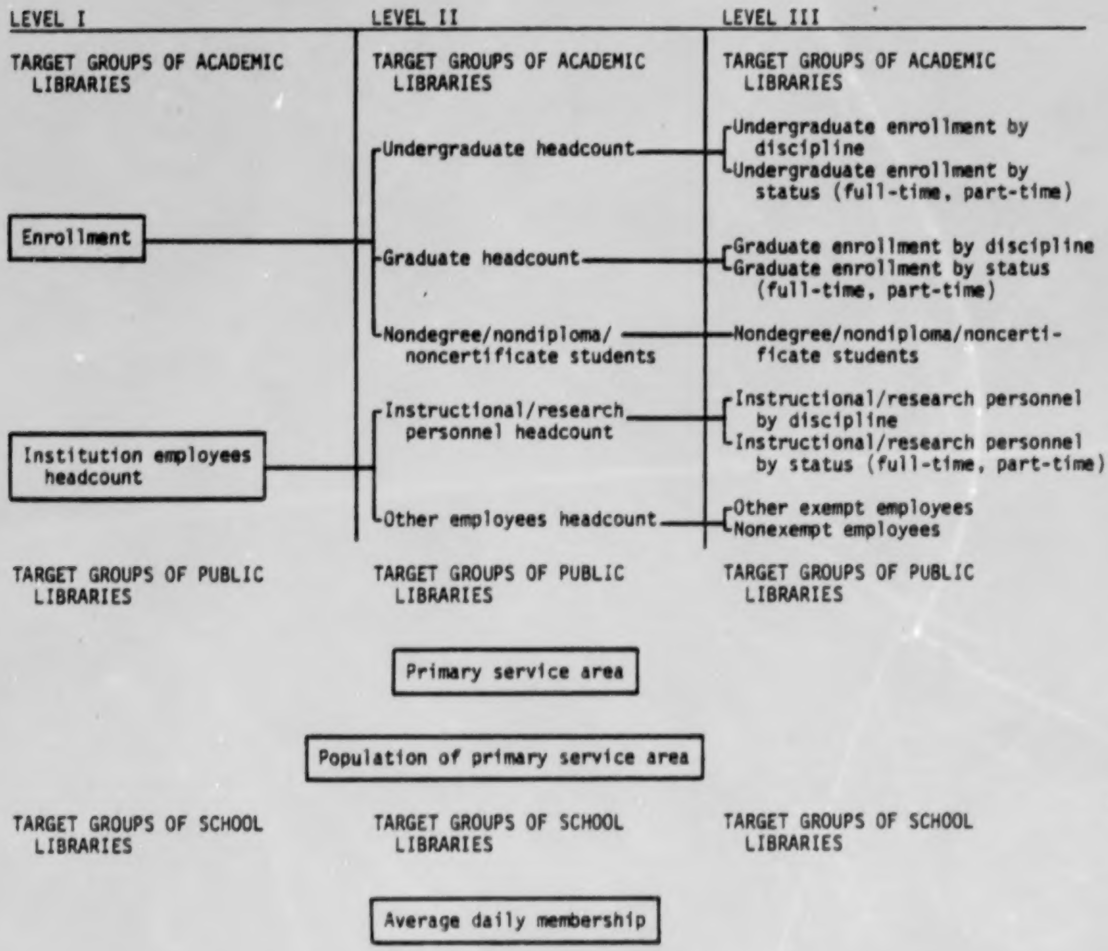
SERVICE POINTS AND SERVICES AVAILABILITY

- Number of service points within central (main) library
- Number of service points within branch libraries
- Number of bookmobile/media mobile stops
- Number of service points within other service outlets

Number of hours annually that each service point is open

LEVEL I	LEVEL II	LEVEL III
COLLECTION AVAILABILITY	COLLECTION AVAILABILITY	COLLECTION AVAILABILITY
Collection availability (total hours ÷ number of collections)	Number of discrete collections	Number of discrete collections
	Total number of hours annually that collections are open	Number of hours annually that each collection is open

LEVELS OF MEASURES: TARGET GROUPS


LEVEL I
LEVEL II
LEVEL III
TARGET GROUPS OF ACADEMIC LIBRARIES
TARGET GROUPS OF ACADEMIC LIBRARIES
TARGET GROUPS OF ACADEMIC LIBRARIES
Enrollment
Undergraduate headcount
Undergraduate enrollment by discipline
Undergraduate enrollment by status (full-time, part-time)
Graduate headcount
Graduate enrollment by discipline
Graduate enrollment by status (full-time, part-time)
Nondegree/nondiploma/noncertificate students
Nondegree/nondiploma/noncertificate students
Institution employees headcount
Instructional/research personnel headcount
Instructional/research personnel by discipline
Instructional/research personnel by status (full-time, part-time)
Other employees headcount
Other exempt employees
Nonexempt employees
TARGET GROUPS OF PUBLIC LIBRARIES
TARGET GROUPS OF PUBLIC LIBRARIES
TARGET GROUPS OF PUBLIC LIBRARIES
Primary service area
Population of primary service area
TARGET GROUPS OF SCHOOL LIBRARIES
TARGET GROUPS OF SCHOOL LIBRARIES
TARGET GROUPS OF SCHOOL LIBRARIES
Average daily membership

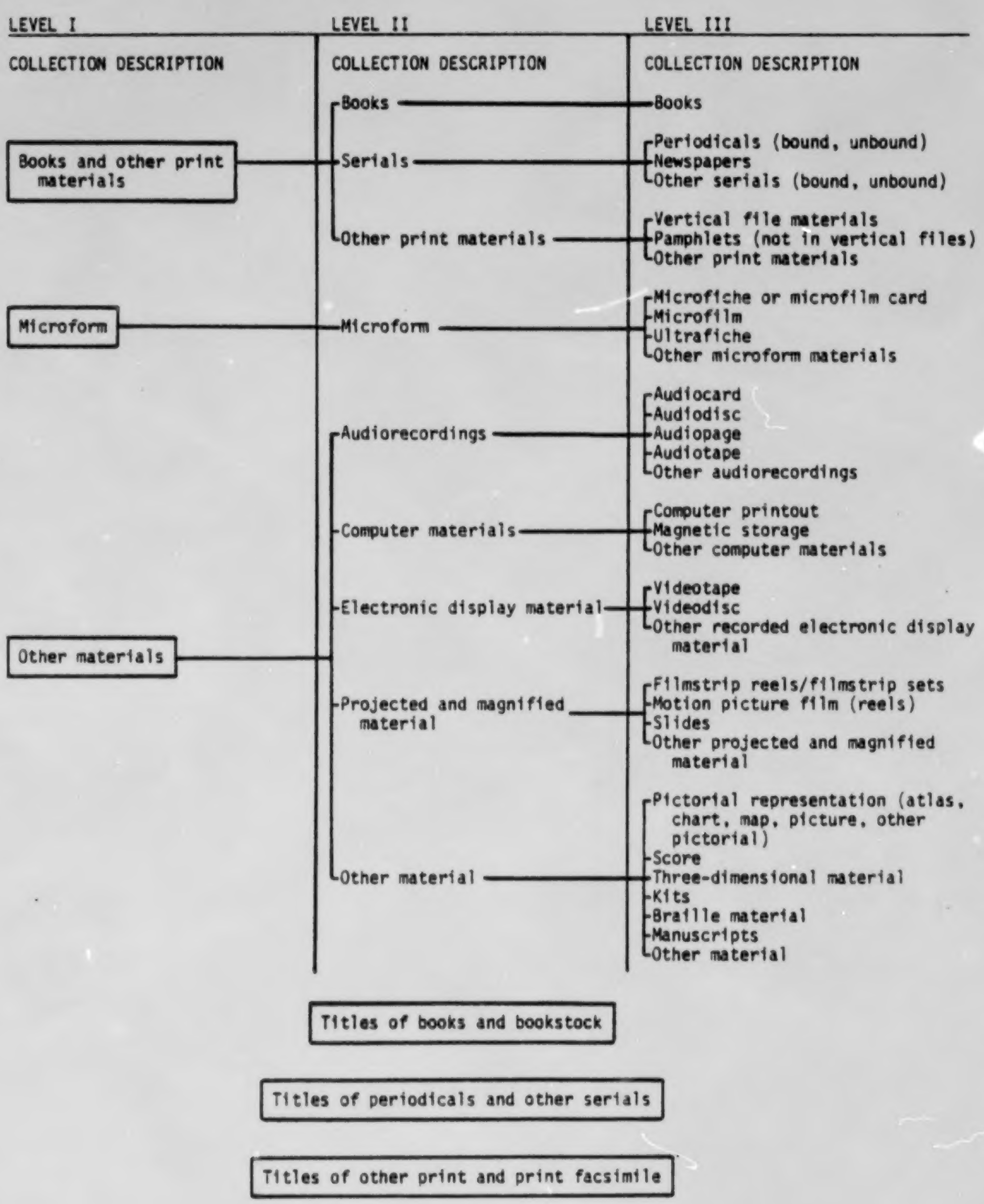
LEVEL I	LEVEL II	LEVEL III
TARGET GROUPS OF SCHOOL LIBRARIES	TARGET GROUPS OF SCHOOL LIBRARIES	TARGET GROUPS OF SCHOOL LIBRARIES
Lowest and highest grades or years	Grades represented by reporting school	Grade enrollment or year placement Prekindergarten Grade 1 Grade 2 Grade 3 Grade 4 Grade 5 Grade 6 Grade 7 Grade 8 Grade 9 Grade 10 Grade 11 Grade 12 Over grade 12 Ungraded 1 year 2 years 3 years 4 years 5 years 6 years 7 years 8 years 9 years or above
TARGET GROUPS OF SPECIAL LIBRARIES	TARGET GROUPS OF SPECIAL LIBRARIES	TARGET GROUPS OF SPECIAL LIBRARIES

Employees of parent organization

Affiliates of parent organization

Other users

LEVELS OF MEASURES: COLLECTION RESOURCES


LEVEL I
COLLECTION DESCRIPTION
LEVEL II
COLLECTION DESCRIPTION
LEVEL III
COLLECTION DESCRIPTION
Books and other print materials
Books
Books
Serials
Periodicals (bound, unbound)
Newspapers
Other serials (bound, unbound)
Other print materials
Vertical file materials
Pamphlets (not in vertical files)
Other print materials
Microform
Microform
Microfiche or microfilm card
Microfilm
Ultrafiche
Other microform materials
Other materials
Audiorecordings
Audiocard
Audiodisc
Audiopage
Audiotape
Other audiorecordings
Computer materials
Computer printout
Magnetic storage
Other computer materials
Electronic display material
Videotape
Videodisc
Other recorded electronic display material
Projected and magnified material
Filmstrip reels/filmstrip sets
Motion picture film (reels)
Slides
Other projected and magnified material
Other material
Pictorial representation (atlas, chart, map, picture, other pictorial)
Score
Three-dimensional material
Kits
Braille material
Manuscripts
Other material
Titles of books and bookstock
Titles of periodicals and other serials
Titles of other print and print facsimile

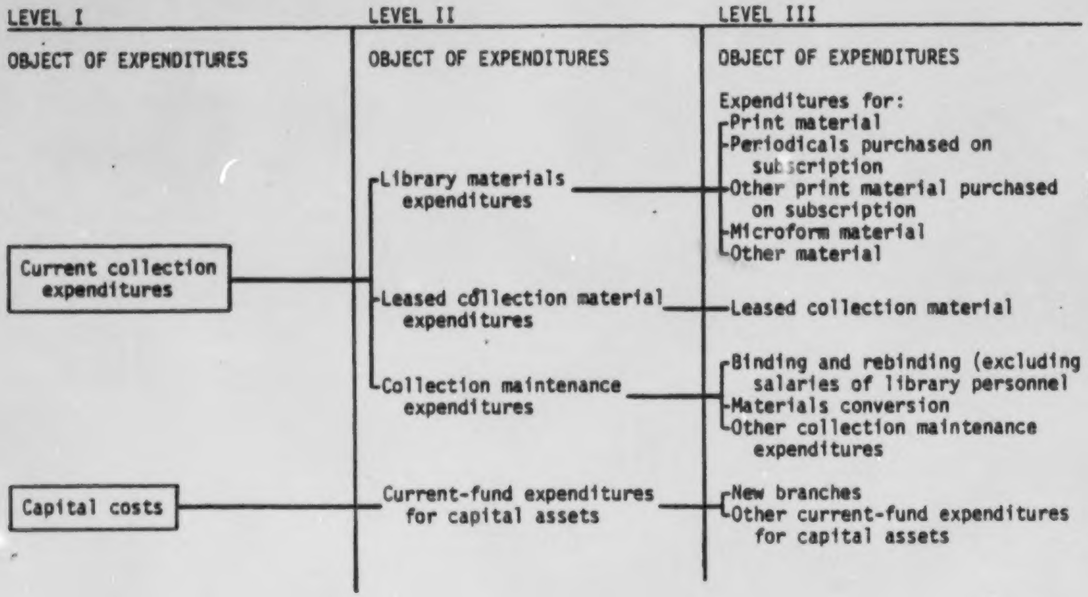
LEVELS OF MEASURES: FACILITY RESOURCES

LEVEL I	LEVEL II	LEVEL III
ROOM USE CATEGORIES	ROOM USE CATEGORIES	ROOM USE CATEGORIES
Assignable square feet of user area	Assignable square feet of user area	Assignable square feet of: Classroom and laboratory facilities General use facilities Study facility (reading/study room, user information area)
Assignable square feet of stack area	Assignable square feet of stack area	Open stack/reading room Stack Off-site storage area
Assignable square feet of work area	Assignable square feet of work area	Special use facility Office facility Other supporting facility
Other area	Other area	Other area
Linear feet of shelving	Linear feet of shelving	Linear feet of shelving in Main library Branch libraries Off-site storage area Other service outlets
Seating capacity	Seating capacity	Seating capacity in: Main library Branch libraries Other service outlets

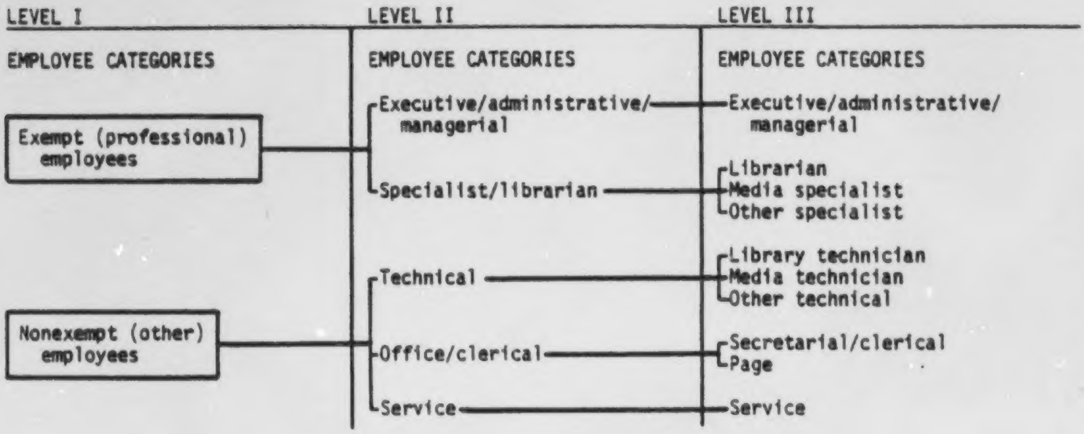
Handicap access

LEVELS OF MEASURES: FINANCIAL

LEVEL I	LEVEL II	LEVEL III
FUND SOURCES (INCOME IN DOLLARS)	FUND SOURCES (INCOME IN DOLLARS)	FUND SOURCES (INCOME IN DOLLARS)
Federal sources	Federal sources	Federal appropriations Federal contracts and grants
State sources	State sources	State appropriations State contracts and grants
Local or regional sources	Local or regional sources	Local or regional appropriations Local or regional contracts and grants
Revenue sharing	Revenue sharing	Revenue sharing
Other sources	Private contracts and grants	Private contracts and grants
	Generated income	Generated income
	Endowment income Private gifts and contributions	Endowment income Private gifts and contributions
	Other income	Other income
	Transfers-in	Transfers-in
OBJECT OF EXPENDITURES	OBJECT OF EXPENDITURES	OBJECT OF EXPENDITURES
Personnel costs	Salaries and wages	Exempt employees Nonexempt employees
	Fringe benefits	Exempt employees Nonexempt employees
Other operating costs	Supplies and services	Equipment rental Contracted labor Other supplies and services
	Noncapital equipment	Noncapital equipment
	Plant operation and maintenance	Plant operation and maintenance


LEVEL I
OBJECT OF EXPENDITURES
LEVEL II
OBJECT OF EXPENDITURES
LEVEL III
OBJECT OF EXPENDITURES
Current collection expenditures
Library materials expenditures
Expenditures for:
Print material
Periodicals purchased on subscription
Other print material purchased on subscription
Microform material
Other material
Leased collection material expenditures
Leased collection material
Collection maintenance expenditures
Binding and rebinding (excluding salaries of library personnel
Materials conversion
Other collection maintenance expenditures
Capital costs
Current-fund expenditures for capital assets
New branches
Other current-fund expenditures for capital assets

LEVELS OF MEASURES: PERSONNEL[1]


LEVEL I
LEVEL II
LEVEL III
EMPLOYEE CATEGORIES
EMPLOYEE CATEGORIES
EMPLOYEE CATEGORIES
Exempt (professional) employees
Nonexempt (other) employees
Executive/administrative/managerial
Specialist/librarian
Technical
Office/clerical
Service
Executive/administrative/managerial
Librarian
Media specialist
Other specialist
Library technician
Media technician
Other technical
Secretarial/clerical
Page
Service

Donated services

Contracted services

Student assistants

Sex
Male
Female

Racial/ethnic categories

Handicapped status

SALARY LEVELS OF EXEMPT EMPLOYEES (FULL-TIME ONLY)

SALARY LEVELS OF EXEMPT EMPLOYEES (FULL-TIME ONLY)

SALARY LEVELS OF EXEMPT EMPLOYEES (FULL-TIME ONLY)

Below $7,000
$7,000 - $7,999
$8,000 - $8,999
$9,000 - $9,999
$10,000 - $10,999
$11,000 - $11,999
$12,000 - $12,999
$13,000 - $13,999
$14,000 - $14,999
$15,000 - $15,999
$16,000 - $18,999
$19,000 - $21,999
$22,000 - $24,999
$25,000 - $29,999
$30,000 - $34,999
$35,000 - $39,999
$40,000 - $44,999
$45,000 and above

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[1] by headcount, service months, and/or status (full-time or part-time)

LEVELS OF MEASURES: ACTIVITY

LEVEL I ACTIVITY MEASURES	LEVEL II ACTIVITY MEASURES	LEVEL III ACTIVITY MEASURES
Directional transaction	Directional transaction	Directional transaction
Reference transaction	Reference transaction	Cataloging information transaction Readers or research advisory transaction Fact-finding transaction Literature search transaction Community referral transaction Other referral transaction Research and analysis transaction
Group transaction[2]	Group transaction[2]	Library tours[2] Lectures[2] Media presentations[2] Storybook hours[2] Other group presentation[2]

Filled interlibrary loan lending requests

Items requested through interlibrary loan

Subscriptions received	Subscriptions received	Number of current periodical subscriptions received (including duplicate titles) Number of current newspaper subscriptions received (including duplicate titles) Number of other current serial subscriptions received (including duplicate titles)

Number of physical units of books in print acquired
Number of physical units of other print materials acquired
Number of physical units of nonprint materials acquired
Number of physical units of government publications acquired
Number of physical units of foreign publications (other than government documents)
Number of domestic publications (other than government documents)
Titles acquired
Number of unique subscriptions maintained
Number of gifts received and retained
Number of joint acquisitions

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[2] by headcount attendance and number of transactions

Presentation of the Data

Presentation of the data about library programs and resources depends upon the purposes and requirements of the information. Typically, for reporting purposes, a standard format is employed by the agency or organization requesting information about the library. However, for certain purposes--for example, presentations to the parent organization or to the constituency of the library--the library manager may wish to organize the data in a manner more appropriate to the audience and to the purposes of the presentation.

Combinations of the programmatic activities (outlined in Figure 1) may be useful for certain types of presentation. Several alternative combinations are available and can be selected for varying purposes. Combination of materials-related services (i.e., Resource Distribution Services; Technical Services) provides the library manager with a picture of those largely inventory and housekeeping functions of the library. Similarly, content or information-related activities (i.e., Cultural, Educational, and Information Services; Collection Development Services) can be separated. This latter combination highlights those information activities which are useful to promotion purposes.

Alternatively, those activities which are basic to the provision of information and ideas regardless of the source or format of that information (i.e., Cultural, Educational, and Information Services; Resource Distribution Services) can be linked for other purposes useful to the library manager. In this manner, all functions of the library can be viewed as the manipulation, storage, and provision of information to meet the needs of the library user. Using this latter conceptual base, the programmatic categories are grouped according to development and maintenance of the resource (i.e., Collection Development Services; Technical Services) and the use of these resources or service activities (i.e., Resource Distribution Services; Cultural Educational, and Information Services). Figure 5 displays these alternative combinations of programmatic activities. The manner in which these programmatic activities are combined or prioritized is left to local option, based upon political and promotional needs.

Figure 5

RELATIONSHIPS OF PROGRAMMATIC CATEGORIES[4]

	Content-Related	Materials-Related
Direct User Services	Cultural, Educational, and Informational Services	Resource Distribution Services
Indirect User Services	Collection Development Services	Technical Services
Support Activities	Administrative Services	

Difficulties Associated within Reporting

There are a number of areas of information which require further consideration in the context of reporting. These areas are associated with accounting for services and products which are multi-sourced or multi-purpose. An obvious example is computer support which assists a variety of programs within the library. Increasingly, bibliographic data bases are employed simultaneously in materials acquisition, cataloging, and reference. Under these circumstances, the expenditures associated with these data bases may not be directly linked to any single program. Within internal systems, these expenditures can be examined separately from direct program expenditures; however, in reporting to external agencies and organizations, accounting for such expenditures is usually not clear. Ideally, the library manager would be able to prorate the expenditures for computer support systems on usage factors and product cost. However, unless the computer system is able, as a by-product, to provide specific use data, such information is costly to collect. Work sampling methodologies are available if the library manager wishes to pursue proration of costs based on use. At this time, there are no clear-cut directions on how best to apportion these costs when reporting to external agencies and organizations about the program costs of the library. For this reason, it is obligatory that data collection agencies specify the manner in which such information be reported.

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[4] Adapted from Emerson, Katherine, presentation at first meeting of the Project Review Group, Chicago, April 11-12, 1978. Results of discussion of Virginia Cesario, Susan Crawford, Ronald Dubberly, Shirley Echelman, Katherine Emerson, Janice Feye-Stukas, Jan Keene, Scott Kennedy, Mary Jo Lynch, Elinor McCloskey, Nick Osso, Jim Riley, and Eldred Smith.

Similar problems are associated with the services of systems or cooperatives provided to the individual library. Such services may include information and referral backup, interlibrary loan switching, rotating collections, and other services which directly benefit the member libraries, but whose costs cannot generally be apportioned directly to any single library. Unless such services and the related costs can be identified with a single member library, income and expenditures at the system level should be accounted for as a system cost. At a minimum, reporting of system costs and services should be consistent. That is, a system library and member libraries should jointly agree to the manner in which system operations will be reported.

Joint or shared acquisitions between two or more libraries present additional reporting dilemma. Within the context of the Handbook, it is recommended that joint or shared acquisitions be identified and reported separately. However, in reports which do not accommodate data about joint or shared acquisitions, these libraries should decide upon an appropriate apportionment of joint acquisitions in order to avoid duplicate reporting.

Finally, networking and resource sharing have only minimally been identified by this Handbook. While the pieces necessary to evaluate participation in networks, consortia, and cooperatives are included in the system of information, no attempt has been made to link these data to describe and assess participation in these endeavors. Methodologies and definitions are developing to accommodate these library support systems and should be incorporated into the reporting systems of the individual library as they become available. The reader is directed to the Survey of Library Networks and Cooperative Library Organizations being conducted by Value Engineering, Incorporated, for the National Center for Education Statistics and to A Glossary for Library Networking developed by Dataflow Systems, Inc.

Summary

It has been the intention of this Handbook to identify and define the data necessary to meet the management information needs of the library administrator; to respond to the reporting requirements of external organizations and agencies; and to assist libraries with information exchange. It is not possible within a single handbook to address every element appropriate to all settings in the library community. Rather, the Handbook provides a basis from which individual libraries, or groups of libraries, can begin to refine and adapt the concepts presented to meet their information needs. Similarly, it is difficult to provide a system which will address simultaneously the needs of the major research library and the small rural library. Thus, the Handbook has taken a middle course, with the hope that the basic concepts can be adapted to meet the needs of either extreme.

In summary, it is hoped that the Handbook will be viewed as a starting point--not the end point--of the development of a language for interorganizational communications. There are many problems yet inherent in the reporting and recording of information, some of which have been identified here. These areas require further investigation in order to provide solutions. Despite these acknowledged constraints, the Handbook provides a sound and thorough basis for the library administrator to have a valuable management tool.

GLOSSARY

INTRODUCTION

The following glossary is intended to provide a guide to the data elements which are useful for recording, reporting, and exchanging data about library resources and library programs. These elements and related definitions are equally intended for data collectors at Federal and state levels as a basis for identifying measures of library services, and as a basis for data collection efforts. The elements defined herein have been identified and classified in Chapter IV, Structure and Classification of Information.

The intention of this glossary is not to advocate the types of data to be collected by the individual library, but rather provides a guide to the definitions for categories which the library manager may wish to select as part of internal management systems. Therefore, the data definitions supply a foundation for information exchange among libraries which employ these definitions, and will ideally ensure comparability and compatibility among data collected at various levels and by various organizations.

The reader should keep in mind this context from which these elements were drawn. These definitions are not inclusive of library science, educational technology, or related fields. Rather, the elements are selected largely from the management information requirements of library administrators and are structured on the concepts presented in this Handbook. In light of these specific purposes, the terminology employed here, and the definitional content of the glossary, is fundamentally tied to the library community. It is not intended to be applicable to other communities nor to address definitional requirements in other settings. Further, it should be recognized that the library community is itself dynamic; that new terminology and definitions need to be evolved to accommodate innovation.

Finally, the purposes of these definitions are not to dictate the manner in which a library is organized, nor to provide a view of the methods by which the activities of the library are to be conducted. Instead, these definitions provide a basis for language with which to communicate data and concepts about the library among a variety of organizations. A definition cannot reflect the interpretation of a term by every individual; rather, it provides a simple formula by which to transmit data with the understanding that these data are (to the extent possible) comparable.

Structure and Scope of the Glossary

The glossary is arranged in alphabetical order and based upon classified categories. Thus, for example, the personnel resource descriptors are grouped together. Such an approach ensures that all categories of information pertaining to a major heading are included (e.g., sources of income), and that categories are mutually inclusive. Similarly, the use of classified index allows for aggregation of data either for internal or reporting purposes. Other approaches were explored and found useful for some purposes. However, within the context of the Handbook, the following was preferred. An alphabetical listing is provided in the index of the Handbook which references terms employed in the glossary.

In order to ensure that levels of aggregation are possible and that the glossary is flexible enough to accommodate new concepts and terminology relating to the library, a subcategory of "other" is used extensively throughout the glossary. This subcategory allows for further divisions as necessary to meet the needs of the individual library, and ensures that all possible forms of a category are included in reporting and information exchange.

Cross-references are made to minor headings under major categories. For example, BOUND PERIODICAL: See Periodical under MATERIALS FORMAT directs the reader to the entry in the glossary--MATERIALS FORMAT--and the subcategory Periodical. Capitalized terms indicate major entries in the glossary. To the extent possible, acronyms have been avoided in the glossary, as have proper names, individual corporations, and agencies.

Sources of Definitions

The definitions employed in this glossary were drawn from a variety of sources which are enumerated in the last section of this glossary, Authorities for Definitions. These sources, where employed, are cited after each definition as applicable. Citations followed by an asterisk (*) denote a variation from the original definition.

Special commendation needs to be given to Robert Frase, for his compilation in the draft document Glossary of Library Statistics Terms (unpublished) and to the members of the statistics committees of the American Library Association for their review of Mr. Frase's work.

Unless otherwise stated, the National Center for Higher Education Management Systems (NCHEMS) is solely responsible for the definitional content and terminology of this glossary. The following NCHEMS sources were employed:

1. A Glossary of Standard Terminology for Postsecondary Education, 1978-79.
2. A Manual for Budgeting and Accounting for Manpower Resources in Postsecondary Education, Second Field Review Edition, 1975.
3. Adult Learning Activities: A Handbook of Terminology for Classifying and Describing the Learning Activities of Adults, 1978.

4. *Higher Education Facilities Inventory and Classification Manual*, Technical Report 36, 1973.
5. *Higher Education Finance Manual*, Technical Report 69, 1975.
6. *Information Exchange Procedures--Data Formats and Definitions*, Technical Report 64, 1975.
7. *Library Statistical Data Base Formats and Definitions*, Working Document for Field Review, 1977.
8. *Program Classification Structure*, Second Edition, Technical Report 106, 1978.
9. *Program Measures*, Technical Report 35, 1973.
10. *State Level Information Base--Data Formats and Glossary*, Field Review Edition, 1977.

A

ABBREVIATED CATALOGING: See Brief cataloging under CATALOGING ACTIVITY.

ABSTRACTS: See REFERENCE COLLECTION.

ACADEMIC COURSE LEVEL: The level of offering for instructional courses at institutions of postsecondary education. Course levels are assigned relative to the intended degree of complexity or expected level of student comprehension rather than the student level of those enrolled in the course. The course levels included within each discipline category are:

1. Lower division: Course offerings at a level of comprehension usually associated with freshman and sophomore students.
2. Upper division: Course offerings at a level of comprehension usually associated with junior or senior students. Jointly offered upper division and graduate courses should be classified as upper division.
3. Graduate/professional division: Course offerings of a level of comprehension usually associated with post-baccalaureate students.
4. Other: A course level to be used in situations where the previous three course levels are not appropriate.

ACADEMIC DISCIPLINE/SUBJECT MATTER: See DISCIPLINE/SUBJECT MATTER.

ACADEMIC FACULTY: See RESEARCH/INSTRUCTION EMPLOYEE.

ACADEMIC LIBRARY: A library forming an integral part of a college, university, or other academic institution for postsecondary education, organized and administered to meet the needs of students and faculty of the institution. (5)* Academic libraries can be categorized into the following types of postsecondary institutions according to the Federal Interagency Committee on Education (FICE) Code:

1. Academic library in a major doctoral-granting institution (university): A library in an institution granting a minimum of 30 doctoral level degrees (including first-professional degrees in health sciences--medicine, dentistry, etc.), and granting such degrees in three or more doctoral-level program areas.
2. Academic library in a comprehensive college: A library in an institution in which the number of doctoral level degrees granted is less than 30 or in which fewer than three doctoral-level programs are offered, but which grants a minimum of 30 post-baccalaureate degrees and grants degrees in three or more post-baccalaureate programs, or confers over 50 percent of its degrees at the post-baccalaureate level in three or more programs; and does not confer over 50 percent of its degrees in selected program areas.

ACADEMIC LIBRARY (continued)

3. Academic library in a general baccalaureate college: A library in an institution in which the number of post-baccalaureate degrees granted is less than 30 or in which fewer than three post-baccalaureate level programs are offered, but which grants a minimum of 30 baccalaureate degrees and grants degrees in three or more programs or confers over 50 percent of its baccalaureate degrees in interdisciplinary studies.

4. Academic library in a specialized or professional institution: A library in an institution that awards at least the bachlor's degree and that awards at least 50 percent of its degrees in a single area of specialization. Specialized institutions include, for example, divinity schools, medical schools, engineering schools, business and management schools, art, music, and design schools, law schools, teacher's colleges, and U.S. service schools.

5. Academic library in a two-year college: A library in an institution that confers degrees or awards for the first two years of college work, but does not confer degrees at the baccalaureate, master's, or doctoral level. In addition, the institution may offer programs, courses, and awards for less than two years of work. Institutions with a two-year upper division program do not fall in this category because they grant baccalaureate degrees.

6. Academic library in a multi-program occupational/vocational school: A library in an institution, such as a business or trade school or technical institution, which admits as regular students only persons who have completed or left elementary or secondary school and who have the ability to benefit from the training offered by the institution, and which is legally authorized to provide, and provides within the state, a program of postsecondary vocational or technical education designed to fit individuals for useful employment in recognized occupations. (13)

7. Academic library in a single program occupational/vocational school: A library in an institution that awards degrees in only one of the major occupational areas. It may offer training in several occupational programs within a major occupational or vocational area.

8. Academic library in another institution of postsecondary education: A library in any institution of postsecondary education not defined nor identified above.

ACADEMIC LIBRARY TARGET GROUP: Those persons for whom the services and collection resources of the library are intended and who are eligible for these. Such target groups generally include members of the academic community which the library serves, and can be categorized according to the following:

1. Undergraduate students: For some purposes, it is appropriate to further refine this category to reflect lower division and upper division students.

ACADEMIC LIBRARY TARGET GROUP (continued)

2. Graduate students: For some libraries, it is appropriate that students in professional schools be distinguished from other graduate students.

3. Nondegree/nondiploma/noncertificate students

4. Research/instruction employees

5. Other employees of the academic institution

ACADEMIC LIBRARY USER GROUP: Those persons, either within the library's target group, or other, who actually utilize the services or resources of the library. Types of academic library user groups correspond to target group descriptors, and may also include affiliates and alumni of the academic institution, persons affiliated with other academic institutions, and the residents of the community in which the library resides.

ACADEMIC MAJOR: See ACADEMIC STUDENT MAJOR PROGRAM.

ACADEMIC REPORTING-UNIT STRUCTURE: The type of organization that identifies the academic institution for reporting purposes. Types of structures include:

1. Single-campus institution: A postsecondary-education institution that conducts its programs at a single site.

2. Parent institution/main campus: Usually the location of the core, primary, or most comprehensive program (in institutions consisting of a main campus and one or more branch campuses). Unless the institution-wide or central administration office of such institutions is reported to be at a different location, the main campus is also the location of the central administrative office.

3. Branch campus: A campus or division of an organization that is organized on a relatively permanent basis (that is, has a relatively permanent administration), that offers an organized program or programs of study (as opposed to courses), and that is located in a community different from that in which its parent organization is located. Being in a community different from that of the parent institution means that a branch is located beyond a reasonable commuting distance from the main campus of the parent institution. (18)*

4. Campus in a multi-campus system: An administratively equal campus in a complex of two or more institutions, each separately organized or independently complete, under the control or supervision of a single administrative body.

5. Central office: The administrative body or component that supervises the various administratively equal campuses in a multi-campus system.

6. Joint library: A library that serves two or more academic institutions or one institution and a part of another. (21)

ACADEMIC STUDENT COUNTS: Number of students, usually on a profile (point-in-time) basis. The following types of counts are used:

1. Headcount: The unduplicated number of persons attending the academic institution as students. Usually used in recording and reporting by student characteristic such as full-time/part-time status, level, or discipline.

2. Full-time equivalent (FTE) counts: An FTE student position is the equivalent of one student carrying a full load of courses. Institutionally agreed-upon conventions convert headcounts into full-time equivalent counts. Usually used in recording and reporting by unit/department of instruction or by student major program.

ACADEMIC STUDENT CREDIT HOURS: A unit of measure that represents one student engaged in an activity for which one hour of credit toward a degree or other certificate is granted upon successful completion. Total student credit hours for a course are calculated by multiplying the course credit-hour value by the number of students enrolled in the course. Academic student credit hours should be categorized by discipline/subject matter and by course level (e.g., lower division).

ACADEMIC STUDENT LEVEL: The proportion of total requirements the student has obtained toward the completion of the degree/diploma/certificate program in which he or she is enrolled, according to the number of years normally required to obtain them. This includes:

1. Undergraduate students: This category includes all students who are enrolled in programs leading to an associate degree or bachelor's degree or in an equivalent occupational or vocational program.

2. Graduate students: This category includes all students who hold a bachelor's degree or the equivalent and (a) are pursuing a master's or doctoral degree, or (b) first professional degree, or (c) are in a special, unclassified visitor, or other status, or (d) are pursuing an Educational Specialist Certificate, degree, or coordinate intermediate-level degree program, or (e) are enrolled for additional course work for research as part of an institutionally defined post-doctoral program, or (f) are medical interns and residents.

3. Nondegree/nondiploma/noncertificate students: This category includes all students who have not been admitted to a general or specific course of study or a program in the institution at the completion of which a degree/diploma/certificate is awarded by the institution. Such students may be enrolled in credit and/or noncredit courses. These students should not be confused with "undeclared majors" admitted to degree/diploma/certificate programs or students in other similar "holding" categories.

ACADEMIC STUDENT MAJOR PROGRAM: The student's primary field of emphasis as offered by the institution. Note that the field of study may fall within a single department of the institution or may overlap several departments. A student's major program may also be listed as undeclared if the student has not yet determined or specified his or her major program.

ACADEMIC YEAR: The period of the regular session, generally extending from September to June; usually equated to two semesters or trimesters, three quarters, or the period covered by the 4-1-4 plan. See also PREDOMINANT CALENDAR SYSTEM.

ACCESS: See *Handicap access* under BUILDING IDENTIFIERS/CHARACTERISTICS, COLLECTION RESOURCES, FACILITIES AVAILABILITY, and/or SERVICE AVAILABILITY.

ACCOUNTS PAYABLE: See *Liabilities* under FINANCIAL RESOURCES.

ACCOUNTS RECEIVABLE: See *Assets* under FINANCIAL RESOURCES.

ACQUISITION COUNTS: See MATERIALS ACQUISITION COUNTS.

ACQUISITION SERVICES: See *Materials acquisition services* under PROGRAMMATIC ACTIVITIES.

ACTIVITY MEASURES: See PROGRAM MEASURES.

ACTIVITY RATE: See *Activity measures* under PROGRAM MEASURES.

ADDED COPY: An added copy is a duplicate of material already in the library, if it is added, or to be added, to the library. Sometimes called duplicate, and several added copies may be known as multiple copies. (1)

ADDED VOLUME: An added volume is a new volume in a numbered series or title already in a library, and which volume is added, or to be added, to the library.

ADMINISTRATIVE SERVICES: See PROGRAMMATIC ACTIVITIES.

ADMISSIONS REQUIREMENTS: See MINIMUM ADMISSIONS REQUIREMENT.

ADULT SERVICES: See PUBLIC LIBRARY USER DIVISIONS.

AFFILIATED LIBRARY: See SERVICE OUTLET.

AGE RANGES: Based on the chronological age of each individual as of some specified date. The following age ranges are suggested for grouping various types of individuals:

For elementary & secondary students

Under 5 years
5 years old
6 years old
7 years old
8 years old
9 years old
10 years old
11 years old
12 years old
13 years old
14 years old
15 years old
16 years old
17 years old
18 years old
Over 18 years old

For postsecondary students

Under 16 years
16-17 years
18-20 years
21-24 years
25-34 years
35-44 years
45-54 years
55-64 years
65 years and over

AGE RANGES (continued)

For employees	For general population
Under 25 years	Under 5 years
25-34 years	5-9 years
35-44 years	10-14 years
45-54 years	15-19 years
55-59 years	20-24 years
60-64 years	25-34 years
65-69 years	35-44 years
70 and over	45-54 years
	55-64 years
	65 years and over

AIDES: See Office/clerical employee under PERSONNEL RESOURCE CATEGORIES.

ALLOTMENTS: See CURRENT-FUND REVENUE CATEGORIES.

AMERICAN NATIONAL STANDARDS INSTITUTE (ANSI) STANDARD LIBRARY IDENTIFICATION NUMBER (SLIN): See LIBRARY IDENTIFIERS.

AMORTIZATION: See DEPRECIATION/AMORTIZATION.

APPROPRIATIONS: See Governmental appropriations under CURRENT-FUND REVENUE CATEGORIES.

APPROVAL PLAN: An order with a vendor for all titles on a certain subject, or by a certain author. The library has the right to return the materials ordered on approval within given time limits. (14)* See also BLANKET PURCHASE ORDER.

AREA: See ASSIGNABLE SQUARE FEET (ASF) and/or GROSS SQUARE FEET (GSF).

AREA OF SERVICE: See PUBLIC LIBRARY PRIMARY SERVICE AREA.

ASSETS: See FINANCIAL RESOURCES.

ASSIGNABLE SQUARE FEET (ASF): The sum of square feet of all assignable area. For a single room this involves the sum of all areas located between the principal surface of the walls and partitions at or near floor level. Space occupied by alcoves, closets, and built-in shelves opening into and serving the room ordinarily should be included. Areas of columns, doorswings, and impaired headroom and space occupied by heating devices may be ignored. If, however, any of these structural features constitutes a large loss of usable space, the area should be deducted from the square feet measurement of the room. See also GROSS SQUARE FEET (GSF).

ASSOCIATE DEGREE: See HIGHEST DEGREE OFFERED/OBTAINED.

ATLAS: See Pictorial representation under MATERIALS FORMAT.

AUDIOCARD: See Audiorecording under MATERIALS FORMAT.

AUDIO DEVICE: See EQUIPMENT TYPES.

AUDIODISC: See Audiorecording under MATERIALS FORMAT.

AUDIOPAGE: See Audiorecording under MATERIALS FORMAT.

AUDIOPLAYER: See Audio devices under EQUIPMENT TYPES.

AUDIORECORDER: See Audio device under EQUIPMENT TYPES.

AUDIORECORDING: See MATERIALS FORMAT.

AUDIOTAPE: See Audiorecording under MATERIALS FORMAT.

AUDIOTAPE DUPLICATOR: See Audio devices under EQUIPMENT TYPES.

AUDIOVISUAL EQUIPMENT: See EQUIPMENT TYPES.

AUDIOVISUAL MATERIAL: See MATERIALS FORMAT.

AUDIOVISUAL, RADIO, TV FACILITY: See Special use facility under ROOM USE CATEGORIES.

AUTHORITY FILE: A set of records that identifies forms for headings or access points preferred and actually used in a set of bibliographic records. Authority files include cross references from variants to the preferred forms of headings, and links from earlier to later forms and between broader and narrower terms and related terms. An authority file may represent the preferred forms of headings for an individual institution, a group of related institutions, or a network of related and/or unrelated institutions. (11) An authority file may be maintained as part of the public catalog or separately incorporated for the primary use of the personnel of the library. Categories of authority files include:

1. Name authority list or file
2. Subject authority list or file
3. Serials authority list or file
4. Combined authority list or file
5. Other authority list or file

AUTOMATED CATALOG: See Online computer catalog under CATALOG.

AUTOMATED NETWORK CATALOG RECORD: See Derived cataloging under CATALOGING ACTIVITY.

AVAILABILITY: See Availability under COLLECTION RESOURCES, Equipment availability under EQUIPMENT TYPES, FACILITY AVAILABILITY, and/or SERVICE AVAILABILITY.

AVERAGE DAILY ATTENDANCE: See SCHOOL STUDENT COUNTS.

AVERAGE DAILY MEMBERSHIP: See SCHOOL STUDENT COUNTS.

B

BACHELOR'S DEGREE: See HIGHEST DEGREE OFFERED/OBTAINED.

BALANCE: See Fund balances under FINANCIAL RESOURCES.

BIBLIOGRAPHIC DATA BASE: See DATA BASE.

BIBLIOGRAPHY: See REFERENCE COLLECTION.

BINDING: See Binding and rebinding under COLLECTION RESOURCES MAINTENANCE ACTIVITY.

BLANKET PURCHASE ORDER: An order with a vendor for all titles on a certain subject or by a certain author. Under the blanket order, the ordering library provides guidelines for the selection of library materials to the supplier. The supplier selects all currently published materials falling within the guidelines, for the libraries who automatically purchase, within certain limitations, all books so selected. (14)* See also APPROVAL PLAN.

BOOK: See Print (or printed) material under MATERIALS FORMAT.

BOOK CATALOG: See CATALOG.

BOOK TRADE CATALOG: See Publisher's and book trade list under REFERENCE COLLECTION.

BOOKMOBILE: See SERVICE OUTLET.

BOOKMOBILE STOP: See Bookmobile under SERVICE OUTLET.

BOOKSTOCK: A library's collection of books, or other materials which are prepared and recorded in the same manner as books. (5)

BORROWING REQUEST: See INTERLIBRARY LOAN BORROWING ACTIVITY.

BOUND PERIODICAL: See Periodical under MATERIALS FORMAT.

BRAILLE MATERIAL: See MATERIALS FORMAT.

BRANCH CAMPUS: See ACADEMIC REPORTING-UNIT STRUCTURE.

BRANCH LIBRARY: See SERVICE OUTLET.

BRANCH OFFICE: See SPECIAL LIBRARY REPORTING-UNIT STRUCTURE.

BRIEF CATALOGING: See CATALOGING ACTIVITY.

BUILDING IDENTIFIERS/CHARACTERISTICS: Descriptors of the buildings and plant facilities available to the library. Such descriptors include:

1. Building identification: The name, location, and other identifiers of each building and facility available to the library.

BUILDING IDENTIFIERS/CHARACTERISTICS (continued)

2. Year of construction: The calendar year in which the original facility was completed regardless of any later date of occupancy, as in the case of leased and rented facilities.

3. Estimated building/facility replacement cost: The estimated cost to replace the building at the time of the inventory. This should also include the replacement cost of fixed equipment within the building.

4. Condition code: The physical status and quality of the building or library facility at the time of the inventory, based on the best judgment of those responsible (e.g., library manager, building planner, architect). The building condition code has the following categories:

   - Satisfactory: Suitable for continued use with normal maintenance.

   - Remodeling-A: Requires restoration to present acceptable standards without major room use changes, alterations, or modernization. The approximate cost of "Remodeling-A" is not greater than 25 percent of the estimated replacement cost of the building or facility.

   - Remodeling-B: Requires major updating and/or modernization of the building or facility. The approximate cost of "Remodeling-B" is greater than 25 percent, but not greater than 50 percent of the estimated replacement cost of the building or facility.

   - Remodeling-C: Requires major remodeling of the building or facility. The approximate cost of "Remodeling-C" is greater than 50 percent of the estimated replacement cost of the building or facility.

   - Demolition or abandonment: Should be demolished or abandoned because the building or facility is unsafe or structually unsound, irrespective of the need for the space or the availability of funds for a replacement. This category takes precedence over the above four categories. If the building or facility is scheduled for demolition or abandonment, its condition is recorded as category (5) regardless of its condition.

   - Termination: Planned termination or relinquishment of occupancy of the building for reasons other than unsafeness or structural unsoundness, such as abandonment of temporary units or vacation of leased space. This category takes precedence over the first four categories. If a building is scheduled for termination, its condition is recorded as "termination" regardless of its condition.

5. Handicap access: An indication of the number and types of provisions made in the facility to accommodate or facilitate access to the library building for the handicapped. This includes ramps provided for persons in wheelchairs, braille or other guides on elevators for the blind, and so forth.

BULK BORROWING: The use of a collection of library materials belonging to another library or agency. The collection remains under the administrative control of the lending library or agency, although housed in the reporting library. The loan period extended to the reporting library is generally longer than typical interlibrary loan or other circulation. Bulk borrowing may be measured by the number of items on loan to the reporting library at the time of the report, the number of items received in such a manner throughout the reporting period, or the average number of items on bulk circulation at any point in time during the reporting period.

BULK LENDING: The activity associated with lending collections or materials from the reporting library's collection to other libraries or agencies, usually for an extended period of time. These collections remain under the administration of the reporting library and should be reported with other collection resources of the reporting library. The number of items circulated through bulk loans during the reporting period, the number of items on bulk loan at the time of the report, and the average number of items on bulk loan at any point in time during the reporting period may be counted.

C

CALENDAR SYSTEM: See PREDOMINANT CALENDAR SYSTEM.

CAMPUS IN A MULTI-CAMPUS SYSTEM: See ACADEMIC REPORTING-UNIT STRUCTURE.

CAPITAL EQUIPMENT: Any equipment items purchased for more than $500 (or similar lower limit established by the institution) and having an estimated service life of more than two years. See also EQUIPMENT TYPES.

CAPITAL EXPENDITURES: See Expenditures for capital assets under EXPENDITURES CATEGORIES AND TRANSFERS.

CARD CATALOG: See CATALOG.

CARREL: See SEATING CAPACITY.

CASH: See Assets under FINANCIAL RESOURCES.

CATALOG: A set of bibliographic records generally under control of an authority file, which describes the resources of a collection, library, or network. It is the instrument by which bibliographic control is maintained for a collection, library, or network, and by which the relationship between individual bibliographic records can be indicated. (11)* It is a list in any format, arranged in an established order. (5)* See also CATALOG RECORD, PUBLIC CATALOG, REFERENCE COLLECTION, and/or SPECIAL CATALOG. Formats of catalogs include:

1. Card catalog: Unit entries on separate cards of the library's holdings which are arranged in an established order, normally housed in drawers. (5)*

2. Book catalog: A printed list of the library's holdings arranged in an established order designed to supplement or to replace a card catalog. This category does not include special catalogs of art exhibits, new acquisitions lists, or special bibliographies.

3. Fiche catalog: A printed list on microfiche of the library's holdings arranged in an established order. These lists must be read with the assistance of microfiche readers.

4. Microfilm catalog: A printed list on microfilm of the library's holdings arranged in an established order. These lists must be read with the assistance of microfilm readers. This category includes computer output microfilm (COM) catalogs.

5. Online computer catalog: A list of the library's holdings which is stored on computer, or magnetic storage, and accessed in a predetermined procedure. These records must be accessed through a terminal connection to the computer.

6. Serials list: A list of periodicals or serials arranged in an established order, which documents the holdings of the library. These lists are usually (though not always) in book form or in a visible file.

CATALOG (continued)

7. Other: Other catalogs of the library collection which are not included in the above. This should not include special catalogs of art exhibits, new acquisitions lists, or special bibliographies.

CATALOG INFORMATION TRANSACTION: See Reference transaction under INFORMATION CONTACT.

CATALOG MAINTENANCE AND PRODUCTION SERVICES: See Materials organization and control services under PROGRAMMATIC ACTIVITIES.

CATALOG RECORD: A bibliographic record that describes a specific item and relates it to other items in a file. (11) The medium upon which the record is produced is dependent upon the format of the catalog or file. For example, a catalog card is a catalog record in a card catalog. See also CATALOG. Counts which may be maintained for internal management purposes include:

1. Catalog records produced in-library: Catalog records are typed, reproduced, or electronically compiled in the library by library staff.

2. Catalog records produced via external agents: Records are produced by a vendor, network, or processing agent.

3. Catalog records added to catalog: Records new to the catalog which are interfiled in, or added electronically to, the catalog.

4. Catalog records deleted from the catalog: Records relating to a holding withdrawn from the collection which are removed from the catalog, manually or electronically.

5. Catalog records replaced with new records: Catalog records which are faulty, or disintegrating, which are removed or deleted from the file, and replaced with corrected or new records.

CATALOGING ACTIVITY: Activities related to the identification and bibliographic description of library materials. See also Materials organization and control services under PROGRAMMATIC ACTIVITIES. Types of cataloging are:

1. Original cataloging: Determination derived from examination of the physical item and limited information from sources beyond the physical item for the descriptive material to be contained in the bibliographic record. (25)*

2. Derived cataloging: The classification and description of an item using a source other than, or in addition to, the physical item for bibliographic information (e.g., Library of Congress cards, commercial cards, automated system, etc.). This bibliographic information may be altered to fit the needs and uses of the library. Also called copy cataloging. Types of derived cataloging may be distinguished (if desired) to:

CATALOGING ACTIVITY (continued)

2. Derived cataloging (continued)

- Type I derived cataloging: Derived cataloging requiring minimal revision or adaptation from the bibliographic source in order to conform to the local cataloging standards of the individual library.

- Type II derived cataloging: Derived cataloging requiring more than minimal revision or adaptation from the bibliographic source in order to conform to the local cataloging standards of the individual library.

Sources of derived cataloging include:

- Automated network catalog record: A record held by a network system containing bibliographic description for library materials usually accessed through a computer terminal. (25)* This category may be additionally refined to indicate the source of the catalog record: contributed from other members of the network; MARC tapes or Library of Congress (LC) copy; and other.

- Cataloging-in-publication (CIP): Bibliographic record (often incomplete) of a title found on the title page verso of the publication, and prepared by the Library of Congress.

- Library of Congress (LC) card or card copy: Catalog cards, proof slips, or register of cataloging records, provided through the Library of Congress. This does not include LC cataloging provided through commercial card services who may employ LC catalog records along with other cataloging sources.

- National Union Catalog (NUC): A register of locations for materials owned by libraries throughout the country. Included in NUC are copies of complete catalog records.

- Precataloged material: An item which is accompanied by catalog cards obtained through purchase, contract, or agreement from a commercial concern, library, or central agency. (5)*

- Other source: Card services which provide both LC and catalog records other than the above listed, or other sources not defined or described above.

3. Brief cataloging: The classification and description of an item in an abbreviated form so that the item can be used or circulated immediately. Also called temporary cataloging, or abbreviated cataloging.

4. Recataloging: The altering of the description of a segment of the catalog and a portion of the library's collection in order to better meet the needs of the library.

CATALOGING ACTIVITY (continued)

5. Reclassification: The process of selectively altering a defined classification scheme to better meet the needs of the library.

CATALOGING-IN-PUBLICATION: See Derived cataloging under CATALOGING ACTIVITY.

CATALOGING SERVICES: See Materials organization and control services under PROGRAMMATIC ACTIVITIES.

CENSUS DATE: The appropriate date (year, month, and day as applicable) for which reported population or population estimates are given.

CENTRAL LIBRARY: See SERVICE OUTLET.

CENTRAL OFFICE: See ACADEMIC REPORTING-UNIT STRUCTURE.

CENTRALIZED PROCESSING CENTER: See CONSORTIUM, NETWORK, AND/OR COOPERATIVE ENDEAVOR.

CERTIFICATE OR DIPLOMA: See HIGHEST DEGREE OFFERED/OBTAINED.

CHARGE: See CIRCULATION TRANSACTION and/or Generated income under CURRENT-FUND REVENUE CATEGORIES.

CHART: See Pictorial representation under MATERIALS FORMAT.

CHILDREN'S SERVICE: See PUBLIC LIBRARY USER DIVISIONS.

CIRCULATION: The activity of a library in lending its resources to its clientele. This does not include interlibrary lending. See also Resource distribution services under PROGRAMMATIC ACTIVITIES.

CIRCULATION SERVICES: See Resource distribution services under PROGRAMMATIC ACTIVITIES.

CIRCULATION TRANSACTION: The act of lending an item from the library's collection to a member of the library's user group for use generally (although not always) outside the library. This activity typically includes charging (i.e., creating a record of the circulation transaction and releasing an item for use outside of the library, either manually or electronically). Do not count renewal transactions (see RENEWAL TRANSACTION) or discharging the item (i.e., clearing records to reflect the return of the item to the collection). This category includes both general circulation and reserve circulation. Excluded from this category are equipment circulation transactions (see EQUIPMENT CIRCULATION TRANSACTION), interlibrary circulation transactions (see INTERLIBRARY LOAN LENDING TRANSACTION), intralibrary circulation (see INTRALIBRARY CIRCULATION), in-house use, dial access transactions (see DIAL ACCESS), and bulk loans (see BULK LENDING). Categories of circulation transaction are:

CIRCULATION TRANSACTION (continued)

1. General circulation transaction: The act of lending an item from the library's general collection to a member of the library's clientele for use generally (although not always) outside the library building. This category excludes limited circulations such as reserve circulation transactions, circulation to indirect borrowers (such as through interlibrary loan), and circulation of equipment. This category does not include renewal transactions.

2. Reserve circulation transaction: The act of lending an item from the library's reserve collection to a member of the library's clientele for use outside the library building. Typically, the reserve loan period is less than that for the general collection.

3. Other circulation transaction: The act of lending an item from a collection other than the library's general or reserve collections to a member of the library's clientele for use outside the library facility. This category may include circulation of material from the reference collection, special collection, or other areas of collection unavailable through general circulation.

CLAIM: An inquiry placed by the library with a vendor or publisher concerning items ordered but not received by the library within a reasonable length of time. Typically, this activity involves contacting the vendor or publisher, and maintaining records regarding the claim. Also called "orders traced."

CLASSIFICATION REVISION: See Reclassification under CATALOGING ACTIVITY.

CLASSIFICATION SYSTEM: A systematic scheme for the arrangement of books and other materials according to subject, form, or other characteristic (e.g., location). (1)*

1. Library of Congress (LC) classification: An enumerative system of classification for books and periodicals developed by the Library of Congress for its collections. It has a notation of two letters and four figures that allows for revision by expansion. There is no subdivision by form or place. (1, 12)*

2. Dewey Decimal Classification (DDC): The classification scheme for books and periodicals devised by Melvil Dewey, which divides human knowledge into ten main classes, with further division, using a decimal notation. The Dewey System is revised within divisions and subdivisions. (1, 12)*

3. Superintendent of Documents (SuDoc) classification: The scheme of classification used by the U.S. Superintendent of Documents, who is responsible for the centralized control and distribution of U.S. government documents. It is arranged basically by issuing agency. The notation consists of a combination of letters and numbers. (12)*

4. Other classification: Any classification scheme not identified or defined above.

CLASSIFIED COLLECTION: See COLLECTION CATEGORIES.

CLASSROOM FACILITY: See ROOM USE CATEGORIES.

CLASSROOM TEACHER: See SCHOOL LIBRARY/MEDIA CENTER TARGET GROUP.

CLERICAL EMPLOYEE: See Office/clerical employee under PERSONNEL RESOURCE CATEGORIES.

CLIENTELE: See USER GROUP.

COLLECTION BOOK VALUE: The actual dollar amount carried on the library's records of the book value of the collection resources (if available).

COLLECTION CATEGORIES: Those groupings of collection resources in which the library consolidates the collection. Typically, such collection groupings are based upon access needs, storage requirements, or special handling appropriate to types of materials. Exclude professional collections intended for use by library employees only. Collection categories include:

1. General library collection: That portion of the library's material resources which is available to the library's user group through general circulation and which is not held in a separate collection.

2. Reference collection: A collection of books and other materials in a library useful for supplying information, kept together for convenience, and generally not allowed to circulate outside the library. See also REFERENCE COLLECTION. Subgroups are:

   - Ready reference collection: A specific collection of reference materials, typically of standard reference tools, set aside from the general reference collection, providing information of a factual nature. Examples of materials typically located in ready reference include almanacs, dictionaries, and directories.

   - Reference files: A list or group of records created by the library staff which contains pieces of information useful to answering the most frequent reference questions. Exclude the public catalog, serial lists, or other catalogs of the library's holdings.

   - Vertical files: A collection of items such as pamphlets and clippings which, because of their shape and often ephemeral nature, are filed vertically in drawers for ready reference. (5)*

   - General reference collection: All those material information sources held in reference collections other than those listed above.

3. Classified collection: That portion of the library's materials resources which has limited distribution restricted by security classification regulations of the U.S. Department of Defense or other issuing agency.

COLLECTION CATEGORIES (continued)

4. Reserve collection: Materials which have been removed from the general library collection and set aside in a library or media center so that they will be on hand for a certain course of study or activity in progress. Usually the circulation and length of loan of items in a reserve collection are restricted so that these items will be available to those users who have need of them within a limited time period. (5)*

5. Nonprint collection: A collection of nonprint materials which have been removed from the general library collection. Typically, such collections are placed in a special environment for the safekeeping and upkeep of the nonprint material, or to provide ready access to necessary equipment for use of the collection. Also included are rotating or rental tape and film libraries maintained and controlled by the library.

6. Special collection: A collection of material(s) of a certain form, on a certain subject, of a certain period or geographical area, which is more or less general in character. Examples of such collections are government documents sections, rare books collections, Charlie Chaplin Film Library. (5)*

7. Off-site storage collection: A collection of material which is generally infrequently used by the library's user group and is, thus, housed separately from the remainder of the collection. Such off-site storage is typically in a building away from the library's main facilities, and allows for more shelving capacity within the library's main facilities.

8. Other collection: Materials housed in other than the above collections.

COLLECTION COUNTS: The reporting and recording of data about the materials held in the library collection for internal and exchange purposes. See also MATERIALS ACQUISITION COUNTS and/or MATERIALS FORMAT. For purposes of counting the collection held by the library, it is useful to examine the collection in at least the following categories of materials format:

1. Print (or printed) materials
   - Books and bookstock
   - Periodicals
   - Other print materials

2. Microforms

3. Other nonprint materials

Depending upon the level of detail necessary at the local level, it may be useful to further refine these categories according to the subcategories listed under MATERIALS FORMAT. For example, among school libraries, it is important to examine more closely the holdings of nonprint materials.

COLLECTION COUNTS (continued)

Distinction should be made between the following types of collections held by the library:

1. Materials which are solely owned by the reporting library

2. Materials which are jointly owned: Those materials held by the library which are not solely the property of the library or the parent organization. These materials include rotating collections owned by a system of libraries, materials acquired in conjunction with another library or other libraries, or materials otherwise partially owned by the reporting library.

3. Rental collections or materials on loan to the reporting library: Materials which, although housed by the reporting library, are not owned by the reporting library. These include materials received as part of rental collections, on extended loan to the library from another library or agency, or on loan from an individual.

Counts should include:

1. Title: A title is a publication which forms a separate bibliographic whole, whether issued in one or several volumes, reels, discs, slides, or parts. It applies equally to printed as well as nonprint materials. (19) A title may be distinguished from other titles by its unique International Standard Book Number or Serial Number. Estimation procedures are specified in the U.S. National Center for Education Statistics Library General Information Survey (LIBGIS).

2. Physical unit: A single unit holding of the library distinguished from other single units by a separate binding, encasement, or other clear distinction. Items boxed together (e.g., book bags, kits) should be counted as "one." Otherwise, each individual item (e.g., a slide, an overhead transparency, a microfiche card) should be counted as "one." Similarly, a physical volume should be counted as "one."

In order to assess the contents of the microform collection, it is advisable to include counts of books, periodicals, and other materials held on microform, as well as the physical dimensions of the collection. Both title and volume equivalency counts of materials on microform are considered appropriate. Finally, for some purposes, it is advantageous for the library manager to know the book value of the collection, and of course, some assessment of the effectiveness of the collection in meeting the needs of the target population.

COLLECTION DEVELOPMENT SERVICES: See PROGRAMMATIC ACTIVITIES.

COLLECTION EXPENDITURES: See Collection resources expenditures under EXPENDITURE CATEGORIES AND TRANSFERS.

COLLECTION RESOURCES: The total accumulation of library materials provided by a library for its clientele. Also called library (collection) materials, library resources, or library holdings. (5)* Collection resources are measured in the following types of terms:

1. Physical dimensions: The numbers, formats and sizes of materials held in the collection. Physical dimension is most appropriate to determining facility needs, equipment needs, and associated planning. Measures used for physical dimensions include:

   - Materials format

   - Physical unit

   - Shelf space utilized

2. Intellectual dimensions: The scope and depth of the collection resources. Measures of intellectual dimensions include:

   - Collection breadth: The coverage, regardless of depth, of subject matter; the scope (either in subject interest, age, or other) of the audience intended by the materials of the collection (this should not be confused with the intended audience or target group of the library); and the overall capability of the collection to provide information for a variety of purposes and at a variety of levels.

   - Collection depth: The degree to which subject matter contained in the collection (and as identified by collection breadth) is represented and the level of the intended audience of the material. Collection depth closely relates to the capability of the collection to meet highly specialized, and often sophisticated, demand for information. Beyond the density of coverage (i.e., the number of titles in each subject covered), special collections, technical reports, and similar indicators of the intended audience of the material need to be considered.

3. Relevancy: Relevancy of the collection relates the intellectual dimensions of the collection resources with the characteristics of the library's target group. In addition, currency of the collection resources, either in interest or in recency of publication, is considered.

   - Appropriate collection breadth: The degree to which the subject matter covered and the intended age ranges (or, alternatively, the degree of acquired knowledge assumed by the materials in the collection) correspond to the characteristics of the target group.

   - Appropriate collection depth: The degree to which the depth of collection--either in level of subject sophistication or in title density--correspond to the characteristics of the target group.

COLLECTION RESOURCES (continued)

3. Relevancy (continued)

   - Currency of collection: Collection currency is a function of interest as well as of recency of publication dates represented in the collection. Beyond age of the collection and acquisition rates, the recency of use of the title needs to be considered.

4. Accessibility: Accessibility refers to the physical positioning of collection materials and the ease with which the user can locate desired information within the collection. Measures of accessibility include delivery time of materials to the library user from the collection, from off-site storage, and through recall of materials from circulation; the ease with which a patron can locate desired materials on the shelf and through the public catalog; and the unsatisfied demand for materials which are inaccessible to the patron (e.g., lost, in circulation, in the bindery). Accessibility can also be applied to materials available in resource sharing and network agreements.

5. Availability: Availability is an indicator of the existence of requested material or information within the collection. Specific measures of availability include percent of current publications purchased by the library, percent of requests filled by the library collection, number of interlibrary loan borrowing requests by library's user group (for material not owned by the library). Collection availability necessarily needs to be weighed in light of materials available in consortium, network, or other cooperative endeavors in which the library participates.

6. Utilization: Utilization factors are an indicator of the utility of the collection to the user. Specifically, collection utilization is a measure of the relative use of titles in the collection through circulation, interlibrary loan, and in-house use.

COLLECTION RESOURCES EXPENDITURES: See EXPENDITURE CATEGORIES AND TRANSFERS.

COLLECTION RESOURCES MAINTENANCE ACTIVITY: The activity and expenditures necessary to preserve the library's accumulation of materials for the collection. This category includes binding, mending, preservation, and conversion of materials in the collection in order to ensure its continued usefulness. Organization and circulation of the collection (i.e., shelving, cataloging, and control) are not considered a part of collection maintenance. Costs associated with in-house maintenance should not be reported here, since they are already reported elsewhere, e.g., in salaries and wages.

1. Binding and rebinding: The process of producing a single volume from leaves, sheets, signatures, or issues of periodicals, or of covering such a volume, either initially, as in the case of "binding," or on a thorough restoration of a volume involving resewing and a new cover, as in the case of "rebinding." Also included are repairing and mending. (5) For expenditure reporting purposes, expenditures

COLLECTION RESOURCES MAINTENANCE ACTIVITY (continued)

1. Binding and rebinding (continued)

   paid to commercial binders should be included. In-house costs associated with in-house binding, mending, and repair should be excluded; these costs are a part of salaries and wages, supplies, and other direct costs reported elsewhere.

2. Materials conversion: The process of converting current collection holdings of the library to microform or other format for the purposes of preservation. For expenditure reporting purposes, include only those direct costs associated with commercial conversion. Exclude expenditures for materials purchased in print or microform (included under collection resources expenditures and direct costs associated with in-library conversion costs (included under program expenditures).

3. Preservation: Deacidification, restoration, replacement, lamination, and other special measures employed to preserve materials in the collection. For expenditure reporting purposes, only those costs associated with commercial firm preservation services should be included. Direct costs associated with in-library preservation activities should be excluded from this category and reported under program related expenditures.

4. Other collection maintenance: Other activities and expenditures made to maintain the collection beyond those specified and defined above.

COLLECTION RESOURCES MAINTENANCE SERVICES: See Technical services under PROGRAMMATIC ACTIVITIES.

COMMUNITY REFERRAL: See Community referral transaction under INFORMATION CONTACT and/or Community referral services under PROGRAMMATIC ACTIVITIES.

COMPENSATION: See Program expenditures (direct costs) under EXPENDITURE CATEGORIES AND TRANSFERS.

COMPULSORY ATTENDANCE: See SCHOOL COMPULSORY ATTENDANCE AGE SPAN.

COMPUTER: See Computer device under EQUIPMENT TYPES.

COMPUTER CATALOG: See Online computer catalog under CATALOG.

COMPUTER INPUT/OUTPUT DEVICE: See Computer device under EQUIPMENT TYPES.

COMPUTER MATERIAL: See MATERIALS FORMAT.

COMPUTER PRINTOUT: See Computer material under MATERIALS FORMAT.

COMPUTER TERMINAL: See Computer device under EQUIPMENT TYPES.

CONSORTIUM, NETWORK, AND/OR COOPERATIVE ENDEAVOR: A group of independent and autonomous libraries banded together by informal or formal agreements or contracts for sharing of resources, joint activities to improve the library service of the participants, or other common services or planning beyond traditional interlibrary loan (as defined in the National Interlibrary Loan Code of 1968). These agreements may be temporary or permanent, and may or may not include membership fees and service charges. Examples include the OCLC, the Center for Research Libraries, and bibliographic centers. Activities and expenditures associated with consortia, networks, and cooperative endeavors should be recorded separately from other activities and expenditures; however, such activities and expenditures should remain associated with the appropriate programmatic category. For example, activities fostered in information services by participation in a cooperative should be noted separately from activities generated by a local demand. Both sets of activities, however, should still be associated with information services. See also COOPERATING LIBRARY. At a minimum, the following types of programmatic activities supported by cooperation should be identified:

1. Information services

2. Interlibrary loan services

3. Collection development services

4. Materials acquisition services

5. Materials organization and control services

Various levels of cooperation can be distinguished:

1. Participation in local cooperative activities: A group of local independent and autonomous libraries banded together by formal or informal agreements for joint activities, resource sharing, or other common services beyond traditional interlibrary loan.

2. Participation in regional or intrastate cooperative activities: A regional or state system of independent libraries grouped according to geographical divisions of the state(s). In formal regional or state systems, there may be a designated headquarters of which responsibilities may include consulting, coordination, reference and referral back-up, interlibrary loan switching, and so forth. Within such systems of public libraries, the state library agency may act as an overall coordinator and funding source.

3. Participation in a bibliographic service center: A bibliographic service center is an organization that serves as a broker or distributor of computer-based bibliographic processing services (i.e., activities that assist libraries in establishing bibliographic control over their material and in gaining access to mechanisms for their identification and retrieval). A bibliographic service center may also provide other services, such as interlibrary loan facilitation and maintenance of union catalogs. A service center gains access to external resources through the facilities of a bibliographic utility. (11)*

CONSORTIUM, NETWORK, AND/OR COOPERATIVE ENDEAVOR (continued)

4. Direct participation in a bibliographic utility: A bibliographic utility is an organization that maintains online bibliographic data bases, enabling it to offer computer-based support to any interested user. A bibliographic utility maintains a network data store and provides standard interface through which bibliographic service centers and individual library participants may gain access to network resources. (11)* Include only direct participation in a bibliographic utility; exclude access to bibliographic utilities provided to the library by bibliographic service centers, above.

5. Participation in a centralized processing center: Centralized processing is a system for ordering library materials, preparing them for use, and preparing cataloging records for them in one library or agency for a group of libraries. (11)*

6. Participation in a union catalog or union list cooperative project (other than through the above): Contributions and participation in a catalog or list which describes the contents of physically separate library collections, indicating by means of location data the libraries in which a given item may be found. (11)*

7. Participation in other consortium, network, and/or cooperative endeavor: Any cooperative activity conducted by independent and autonomous libraries, other than those cited and defined above.

CONTINUATION ORDER: See STANDING (CONTINUATION) ORDER.

CONTRACTS: See CURRENT-FUND REVENUE CATEGORIES.

CONTRIBUTED MATERIALS: Gifts of library materials to the collection by private donors, other libraries, and agencies. The contributed materials retained and added to the collection should be considered separately under MATERIALS ACQUISITION COUNTS.

CONTRIBUTED (VOLUNTEER) SERVICES: See Program expenditures (direct costs) under EXPENDITURE CATEGORIES AND TRANSFERS.

CONTRIBUTIONS: See Private gifts, grants, and contracts under CURRENT-FUND REVENUE CATEGORIES.

CONVERSION: See Recataloging or Reclassification under CATALOGING ACTIVITY, and/or Materials conversion under COLLECTION RESOURCE MAINTENANCE ACTIVITY.

COOPERATING LIBRARY: A library participating with other libraries in cooperation endeavors beyond normal interlibrary loan. Both numbers and types of cooeprating libraries should be considered. See also CONSORTIUM, NETWORK AND/OR COOPERATIVE ENDEAVOR.

COOPERATION: See CONSORTIUM, NETWORK, AND/OR COOPERATIVE ENDEAVOR and/or COOPERATING LIBRARY.

COPIER: See Printers/copiers/duplicators under EQUIPMENT TYPES.

COPY CATALOGING: See Derived cataloging under CATALOGING ACTIVITY.

COST: See Program expenditures (direct costs) under EXPENDITURE CATEGORIES AND TRANSFERS.

COURSE LEVEL: See ACADEMIC COURSE LEVEL.

CREDIT HOURS: See ACADEMIC STUDENT CREDIT HOURS.

CROSS-REFERENCE: A direction from one term to another. Also called Reference. (1)

1. "See" reference: A direction in a catalog from a term under which no entries are listed to a term or name under which entries are listed. Other terms used are "See" Cross-References, "See" Subject References, "See" Cards, and "See" Reference card. (1)
2. "See also" reference: A direction in a catalog from one term or name under which entries are listed to another term or name under which additional or allied information may be found. (1)

CULTURAL EVENTS PROGRAMS: See Cultural, recreational, and educational services under PROGRAMMATIC ACTIVITIES.

CULTURAL SERVICES: See Cultural, recreational, and educational services under PROGRAMMATIC ACTIVITIES.

CURRENT-FUND BALANCE: See FUND BALANCES.

CURRENT-FUND REVENUE CATEGORIES: Standard categories that describe all unrestricted funds accepted during the reporting period plus those restricted funds that were expended for operating purposes during the reporting period. The following categories are recommended:

1. Governmental appropriations: All unrestricted appropriations (including revenue sharing monies) and restricted appropriations to the extent expended for current operations received from, or made available to, the institution through acts of a legislative body, exclusive of governmental grants and contracts. Includes monies obtained through special direct taxation (e.g., mill levy) for libraries. The following funder-level subcategories are recommended:

    - Federal
    - State
    - Local
    - Other jurisdiction

CURRENT-FUND REVENUE CATEGORIES (continued)

2. Governmental grants and contracts: All revenues from governmental agencies that are received or made available for specific projects or programs, including those under the Comprehensive Employment and Training Act (CETA). The following funder-level subcategories are recommended:

   - Federal
   - State
   - Local
   - Other jurisdiction

3. Private gifts, grants, and contracts: All revenues from nongovernmental organizations or individuals, including monies resulting from the purchase of gifts or services by nongovernmental entities on a contractual basis. Unrestricted gifts, grants, and bequests, as well as restricted gifts and contracts to the extent that they are expended for current operations are included in this category. Income from funds held in revocable trusts or distributable at the discretion of the trustees of such trusts should be included. When the performance of contributed services is significant to the library, the value of these services should be included in this category. When materials are donated to the library's collection, the dollar equivalency of such materials need not be included in this category. See also Program expenditures (direct costs) under EXPENDITURE CATEGORIES AND TRANSFERS.

4. Endowment income: All unrestricted income of endowment and similar funds, restricted income of endowment and similar funds to the extent expended for current operating purposes, and income from funds held in trust by other irrevocable trusts.

5. Generated income: All revenues generated from the sales and services of the library including user fees, cost-recovery charges for services, and sale of books, equipment, or other library assets. Examples of such revenues are film rentals, library registration fees, search service fees, interlibrary loan charges, overdue and book replacement fines. This income is confined to monies received from library clientele, other institutions, and other libraries and should not include transferred funds from other departments within the organization for services rendered.

6. Other current-fund revenues: This category includes all items of revenue not covered elsewhere. Examples are interest income and gains (net of losses) from investments of unrestricted funds.

7. Transfer-in: Monies transferred from another department in the parent organization or governmental structure of which the library is a part, specifically as payment for services rendered, should be included in this category. Typically, money does not actually change hands, but is transferred between accounts on paper.

CURRENT-FUND REVENUE CATEGORIES (continued)

Academic institutions and nonpublic schools should also include the following category of income:

8. Tuition and fees: All tuition and fees assessed (net of refunds) against students for current operating expenses. Even if tuition and fees are remitted to the state as an offset to the state appropriation, these monies should be reported in this category.

For special libraries serving private firms, consideration should be given to the following single category of income, or to a combination of this category and selected others listed above.

9. Appropriations from parent organization: All restricted and unrestricted monies provided by the parent organization to the library for current operations.

CURRENT-FUND SOURCE/USE FORMAT: A format used to display funds by source (where the term use refers to expenditures and mandatory transfers). The sources represent the funding sources out of which expenditures or transfers are made. Therefore the Current-Fund Source/Use Format is simply a matrix display of the uses of the current-fund expenditures. The uses of funds classified by functions (programmatic activities) of the library are shown along the vertical dimension of the matrix, while the individual sources are shown along the horizontal dimension. The unique characteristic of the source/use format is the information provided in the cells of the matrix allowing the manager to determine not only purposes for which current-fund monies were expended but also the source of funding used to finance that expenditure.

D

DAILY ATTENDANCE: See Average daily attendance under SCHOOL STUDENT COUNTS.

DAILY MEMBERSHIP: See Average daily membership under SCHOOL STUDENT COUNTS.

DATA BASE: A data base is a structured collection of data developed according to uniform standards. (11) Types of data bases to which the library may have access include:

1. Bibliographic data base: A bibliographic data base is one in which the data (information) represent individual bibliographic attributes of an item or article, typically including descriptive and subject cataloging elements, indexing elements, authority elements, and abstracts. (11)* Bibliographic data bases include those subject data bases provided to support reference services and those cataloging and acquisitions data bases provided to support technical services.

2. Numeric data base: A numeric data base is one in which the data (information) represent numerical facts, statistical analysis, or other numerical information about a subject, geographical area, or group of similar entities. Typically, numerical data include census data, survey results, and other information which can be categorized as "numerical." Do not include accounting or other data bases used in the planning and management of the library.

3. Full-text retrieval data base: A textual data base is one in which the data (information) are of a textual nature, including facts, texts (of books, speeches, proceedings, etc.), or similar content. A textual data base may be distinguished from a bibliographic data base in that the actual text (rather than reference to a textual item) is stored. An example would be Viewdata. See also FULL-TEXT RETRIEVAL TRANSACTION.

4. Other data base: A data base other than the above specified types of data bases. Include here authority data bases (unless a part of a bibliographic data base), identification data bases (e.g., address lists, directories), and management information systems.

DEBT SERVICE: Includes repayment on principal and interest on all short- and long-term debt.

DEPRECIATION/AMORTIZATION: An accounting process whereby the estimated value of equipment or building assets are lowered according to present value or salvage value. For the most part, depreciation is useful in costing, capital investment, overtime, or for tax purposes. Under most circumstances, this is included as an overhead cost or burden rate since such equipment and building benefit more than one cost center.

DERIVED CATALOGING: See CATALOGING ACTIVITY.

DERIVED CATALOGING SOURCE: See Derived cataloging under CATALOGING ACTIVITY.

DEVICES: See EQUIPMENT TYPES.

DEWEY DECIMAL CLASSIFICATION (DDC): See CLASSIFICATION SYSTEM.

DIAL ACCESS: Dial access is the distribution of instruction, educational, bibliographic, or other information by cable and/or microwave link within a library or between two or more institutions or libraries. Strictly speaking, the communication link is made over telephone lines using a telephone for its connection. The transmission may take the form of radio, television, or computer data and there may be a computer or computer terminal at any point on the network or communication system. Input and output devices may take the form of teletypewriters or other input and output devices. For a summary of potential devices which may be employed in dial access services, see Computer devices under EQUIPMENT TYPES.

DIORAMA: See Three-dimensional material under MATERIALS FORMAT.

DIPLOMA: See Certificate or diploma under HIGHEST DEGREE OFFERED/OBTAINED.

DIRECT COSTS: See Program expenditures (direct costs) under EXPENDITURE CATEGORIES AND TRANSFERS.

DIRECTIONAL TRANSACTION: See INFORMATION CONTACT.

DISADVANTAGE STATUS: An indicator of an academic, economic, cultural, or other deficiency that substantially limits an individual's ability to access or utilize the materials or services of the library, or those of the parent organization. Types of disadvantage status include:

1. No disadvantage

2. Academic disadvantage: A deficiency in the person's academic preparation that requires some form of remedial service or assistance.

3. Economic disadvantage: A deficiency in the person's income level that requires either financial assistance or special services to guarantee access to the library resources or programs.

4. Cultural disadvantage: Individuals whose backgrounds and family culture (economic and social) are so different from the norm of the school, community, or nation that they require differentiated services and materials.

5. Functionally illiterate: An adult who is unable to read, write, and compute sufficiently well to meet the requirements of adult life.

6. Other disadvantage

DISCHARGE: See CIRCULATION TRANSACTION.

DISCIPLINE/SUBJECT MATTER: A branch of knowledge or teaching. Disciplines and subject matter can be categorized according to the classification and coding of fields of subject matter used in the National Center for Education Statistics, Classification of Educational Subject Matter (1977).

DOCTORAL DEGREE: See HIGHEST DEGREE OFFERED/OBTAINED.

DOLLAR AMOUNT: The quantifiable measure of a financial transaction or summary as expressed in U.S. dollars.

DOLLAR EQUIVALENCY: The monetary value of services, materials, nondollar assets, or other commodity, based upon the value (on the open market) of such services, materials, assets, or other commodity. See also Contributed (volunteer) services under EXPENDITURE CATEGORIES AND TRANSFERS.

DONATED MATERIALS: See CONTRIBUTED MATERIALS.

DONATED SERVICES: See Contributed (volunteer) services under EXPENDITURE CATEGORIES AND TRANSFERS.

DUPLICATORS: See Printers/copiers/duplicators under EQUIPMENT TYPES.

E

EDUCATIONAL ATTAINMENT: The level of school completed. This excludes level in progress of completion; the grade or degree prior to current data should be considered as the level of educational attainment. The following gradations in education are appropriate:

For library employees

1. Less than high school graduation
2. Certificate or diploma
3. Associate degree
4. Bachelor's degree
5. Master's degree
    - In information/library science
    - In media/educational technology
    - Two or more master's degrees (or master's and first professional degrees)
        - one of which is in information/library science
        - one of which is in media/educational technology
        - none of which is in information/library science or media/educational technology
    - Other master's
6. Doctoral degree
7. Other

For adult population

1. No school years completed
2. Elementary school years completed
    - 1 to 4 years completed
    - 5 to 7 years completed
    - 8 years completed
3. High school years completed
    - 1 to 3 years completed
    - 4 years completed

EDUCATIONAL ATTAINMENT (continued)

For adult population (continued)

4. College years completed
   - 1 to 3 years completed
   - 4 or more years completed
5. Unknown

ELECTRONIC DISPLAY DEVICE: See EQUIPMENT TYPES.

ELECTRONIC DISPLAY MATERIAL: See MATERIALS FORMAT.

ELEMENTARY SCHOOL: See SCHOOL.

EMPLOYEE: Any individual compensated by an institution for services rendered. Included are individuals who donate their services, if services performed are a normal part of the institution's programs or supporting services that otherwise would be performed by compensated personnel. Specifically excluded are employees of firms providing services to the institution on a contractual basis. See also PERSONNEL RESOURCE CATEGORIES.

EMPLOYEE COUNTS: The recording or reporting of employee/personnel data by one of the following methods:

1. Service month: The equivalent of one individual working full-time for the period of one month. Service months are calculated by multiplying the percent workload (relative full-timeness) by the number of months of the individual's appointment. As examples, an individual employed half-time for six months would be equivalent of (.5 x 6) or three service months. An individual employed full-time for nine months would be equivalent of (1.0 x 9) or nine service months of resource, and so forth.

2. Headcounts: Involves a profile (point-in-time) identification of the actual unduplicated number of employees. Usually used for recording and reporting employment level or employment status by such categories as full-time/part-time, male/female, race/ethnic status, and regular/temporary/seasonal.

3. Full-time equivalent (FTE) counts: Involves the identification of numbers of employees by their total contracted or assigned percentages of time during a given period (generally a fiscal year) in order to reflect the library's personnel resources. These FTE counts can be summarized by hiring units, types of programs (for example, Information Services, Collection Development Services, Administrative and Administrative Support Services), types of specific work assignments (e.g., administrative, clerical, or service).

EMPLOYEE COUNTS (continued)

3. Full-time equivalent (FTE) counts (continued)

A full-time equivalent personnel resource is defined as the equivalent of one employee who is deemed to be carrying a full load in accordance with an institutionally agreed-upon convention for converting numbers of specific employees to an equivalent number of full-time employees. For purposes of reporting information about FTE personnel resources, the following method can be used to calculate comparable fiscal year FTE personnel resource data:

Step 1: Determine the total service months rendered by an individual over a fiscal year. For a given employee, multiply the percent workload (appointment percentage or relative full-time status) by the number of months of the individual's appointment for the fiscal year. For employees hired for a period of time that involves less than a month, multiply the percent workload by the applicable percentage of the month involved (that is, two weeks would generally be considered half or .50 of a month).

Step 2: Determine the total annualized FTE personnel resources of all employees available during a fiscal year by totaling the service months calculated for all employees (in Step 1) and dividing by 12.

EMPLOYMENT CATEGORIES: See PERSONNEL RESOURCE CATEGORIES and/or Employment categories (of adult population) under PUBLIC LIBRARY TARGET GROUP.

ENDOWMENT INCOME: See CURRENT-FUND REVENUE CATEGORIES.

ENROLLMENT: See SCHOOL STUDENT COUNTS.

ENTRANCE REQUIREMENT: See MINIMUM ADMISSIONS REQUIREMENT.

ENTRY: A record of a bibliographical entity in a catalog or list. (9) For catalogs, entries may include author entries, added entries (secondary entries), main entries, and analytic entries.

EQUIPMENT CIRCULATION TRANSACTION: The loan (or rental) of an item from the library's equipment resources to a library user.

EQUIPMENT DISTRIBUTION SERVICES: See Circulation services under PROGRAMMATIC ACTIVITIES.

EQUIPMENT IDENTIFIERS: Serial numbers, repair records, and other identification pertaining to an individual piece of equipment. Also included are descriptors regarding the ownership and availability of the piece of equipment:

1. Equipment ownership status: An indicator that the library owns, rents, or has borrowed the piece of equipment.

2. Equipment availability: The degree to which the library's user group can access the individual item. Generally this includes whether the equipment is available for circulation, in-library use, or not for use by the library's user group.

EQUIPMENT TYPES: Report the types of equipment provided by or utilized by the library. Indicate the status of ownership associated with these equipment (i.e., owned jointly, owned, or rented/leased).

1. Audio device: A device used for the reception, recording, transmission, or reproduction of sound (only). (17) See also Audiorecording under MATERIALS FORMAT.

   - Audioplayer: A unit which can play back recordings on tape or disc, but which is not capable of recording. It contains amplifiers and/or speakers. Included are tape players and record players.

   - Audiorecorder: A unit which can record (and may play back) sound on audiotape, audiocard, or audiopage. It may contain heads for erasing, recording, and playback; amplifiers; and transport mechanisms. The recorder may be monophonic, stereophonic, or multi-channel and may have provisions for comparison of channels. (17) Included in this category are cartridge audiotape recorders and cassette audiotape recorders, audiocard recorders, and audiopage recorders.

   - Audiotape duplicator: A device used to transfer the audio signal from one audiotape to another. Duplicators usually make the transfer to one or more copies at speeds much faster than real time or ordinary playback speeds. It may duplicate audiotapes on reels, cassettes, or cartridges. (17)

   - Listening center: An audio distribution device into which headsets can be connected to enable more than one user to listen to an audio program. It may have more than one channel and may have volume controls. The entire unit may be permanently mounted or packed into a storage case. (17)

   - Other audio device: Any audio device not listed or defined above. Included here are radio receivers, audio induction equipment, audio amplification equipment, audio mixers, and audio compressors.

2. Computer device: A computer and those devices which will enable a computer to perform its task. The combination of devices is capable of accepting information, applying prescribed processes to the information, and supplying the results of the application to these processes--all without human intervention. (17) See also DIAL ACCESS and/or Computer material under MATERIALS FORMAT.

   Computer devices include:

   - Computer: An electronic data processor that can perform substantial computation, including numerous arithmetic or logic operations, without intervention by a human operator during the run. (3)* This includes the main frame (i.e., central processing unit which contains the main storage, arithmetic unit, and special register groups); storage and input/output devices. Such a computer can

EQUIPMENT TYPES (continued)

2. Computer device (continued)

- Computer (continued)

  also act as input-output buffers in a system of computers. Generally speaking, computers can be categorized according to size and speed: large-scale systems, midsized systems, minicomputers, and microcomputers.

- Computer terminal: A unit which permits one or two-way communication between a user and a computer via communications lines. The device may include features such as a cathode ray tube (CRT), typewriter/teletype unit, light pen, printer, plasma panel, television receiver, touch sensitive panel, keyboard, card reader, tape reader, or audio output unit. (17)*

- Other input/output device: Other device or collective set of devices used for conveying data into or out of the computer. (3)* Includes independent card readers, line printers, and other input/output devices which are not features of the terminal, but are a part of the computer terminal. Include here card printers associated with computer systems.

- Other computer device: Any computer device not listed and defined above.

3. Graphic or reproduction device: The equipment utilized in the production and reproduction of graphic materials. (17) Exclude printers and other reproduction devices affiliated with computer devices above.

- Printer/copier/duplicator: Machines which reproduce printed or graphic images from a paper master (original), stencil, or metal plates onto paper copy. Also included are microform duplicators which reproduce images from microform onto a paper copy or microform copy, other than microform reader/printers.

- Other graphic and reproduction device: Any graphic or reproduction device not listed or defined above.

4. Electronic display device: The equipment used in the production and electronic transmission of visual images and sound. (17) See also Electronic display materials under MATERIALS FORMAT.

- Videotape recorder: A device which can record images and sound on videotape and which can play back the videotape for viewing on a television monitor or special receiver. The videotape recorder may use reels or cartridges or cassettes. Most videotape recorders used in instructional programs are helicalscan type. Also called VTR. (17)

EQUIPMENT TYPES (continued)

4. Electronic display device (continued)

   - Videoplayer: A device which can reproduce sound and pictures from a videotape or videodisc on a television monitor or special receiver. It cannot record images or sound. The unit may use videotape on reels or in cartridges or cassettes. (17)

   - Television receiver: An electronic device which intercepts the signal of a television broadcast or (with adaptation) television signals from other sources, amplifies, and translates the signals into image and sound. (17) Exclude television receivers associated with computer equipment.

   - Telewriter: A device which transmits (live) and displays handwriting and simple drawings over telephone lines. Telewriters used for computer communications should be excluded. (17)

   - Other electronic display device: Any electronic display device not listed or defined above.

5. Projecting or magnifying device: A device which enlarges or magnifies visual images for viewing. Some have provisions for sound accompaniment. (17) See also Projected or magnified material under MATERIALS FORMAT.

   - Filmstrip projector or viewer: A filmstrip projector is a device designed to project filmstrips (usually 35 mm) and which normally projects a single-frame filmstrip and may project a double-frame filmstrip. A filmstrip viewer is a device equipped with a built-in viewing glass or rear projection screen for viewing filmstrips, usually single-frame filmstrips. (17)*

   - Slide projector or viewer: A slide projector is a device designed to project slides on transparencies mounted in small frames, usually 2" by 2". Some models have provision for sound and/or accept trays, cartridges, or drums. A slide viewer is a device equipped with a built-in viewing glass or rear projector screen for viewing slides. Models are available with provision for playing accompanying audiorecordings. (17)*

   - Microform reader or reader/printer: A projecting device for viewing microform. Included in this category are microfilm readers, microfiche readers, micropaque readers, and combinations of these. (17)* Microform reader/printers are equipped with copiers which expose, develop, and fix the projected image on suitable material.

   - Motion picture projector: A device designed to project motion pictures. It may be equipped to reproduce sound on either magnetic, optical, or both types of sound tracks and may have audio recording capability. The most common types of motion picture

EQUIPMENT TYPES (continued)

5. Projecting or magnifying device (continued)

   - Motion picture projector (continued)

     projectors in instructional institutions are 16 mm, 8 mm, and super 8 mm. (Some projectors have built-in viewing screens but should still be recorded as projectors, not viewers.) (17)

   - Other projecting or magnifying device: Any projecting or magnifying device not listed or defined above. This category would include sound synchronizers (except those synchronizers built into an audiotape recorder or player); projector dissolve controls (except television dissolve units); projection/sound programmer (i.e., a device which controls the synchronization among sound reproduction and/or projection devices); overhead and opaque projectors; stereoscope (an optical device with two lenses enabling each eye to see a separate image of the same scene giving the effect of three dimensions); teaching machines (a mechanical or electrical device which presents an instructional program at a rate controlled by the learner's responses to the machine); microprojectors (which enlarge and project microscopic transparencies such as microscope slides); film inspection/cleaning machines (which automatically inspect motion pictures and filmstrips for damage and/or clean the motion picture or filmstrip); and screens used to view the projected or magnified material.

6. Photographic device: A device used in photographic production of either still photography, motion picture photography, or microfilming. (17) This category includes cameras, darkroom equipment, and motion picture processors and editors.

7. Other devices: Other devices, or special equipment, not listed or defined above should be included here.

ETHNIC IDENTIFICATION: See RACE/ETHNIC IDENTIFICATION.

EXCHANGE: See GIFTS AND EXCHANGES and/or Interinstitutional exchange and delivery services under PROGRAMMATIC ACTIVITIES.

EXECUTIVE/ADMINISTRATIVE/MANAGERIAL PROFESSIONAL: See PERSONNEL RESOURCE CATEGORIES.

EXEMPT EMPLOYEE: An employee whose conditions of employment and compensation are not subject to the provisions of the Fair Labor Standards Act (FLSA) as amended. Exempt employees are not eligible for overtime payment. According to Section 13 of the Act, an exempt employee is "any employee employed in a bona fide executive, administrative, or professional capacity. . . ." This category typically includes executive/administrative/managerial and specialist/library professionals.

EXHIBIT: See Three-dimensional material under MATERIALS FORMAT.

EXPENDITURE CATEGORIES AND TRANSFERS: Those types of expenses for which income is employed. See also CURRENT-FUND SOURCE/USE MATRIX. Types of expenditures include:

1. Program expenditures (direct costs): Any cost that can be specifically identified with a particular activity center. The following items have been identified as direct costs:

   - Compensation: The total amount of dollars, including both gross salaries and fringe benefits, paid directly to, or on behalf of, employees. The following categories of compensation are recommended:

     - Salaries and wages: The gross amount in dollars paid to an employee excluding fringe benefits.

     - Fringe benefits: Includes all benefits paid and accruing to an employee, regardless of whether the benefits or equivalent cash options are available to all employees. Possible types of fringe benefits include Social Security, retirement, medical insurance, life insurance, guaranteed disability income protection (excluding annual sick leave benefits), unemployment compensation, workmen's compensation, and other benefits (including tuition and housing benefits).

   - Supplies and services: Includes consumable instructional, research, and office supplies and materials; communications costs (including telephone, telegraph, postal, printing, binding, and reproduction services); travel (i.e., transportation, food, lodging, and miscellaneous expenses reimbursed to an employee who has represented or conducted business for the library or parent organization); and other contractual services produced from outside sources that can be directly identified with a particular activity center, including preprocessing costs, leased collection, and commercial binding costs.

   - Noncapital equipment: Includes equipment items that benefit the library or activity for more than one operating period. This category will typically include office machines and equipment, furniture, and furnishings, including free-standing bookstacks and other items of similar nature. Excluded are any equipment purchased from capital funds. Typically, those items or property that have an acquisition cost of less than $500 or an expected life of less than two years are included in this category.

   The library may also have direct costs that are not recorded in the internal accounting system. Some of these may be:

   - Expenditures made by the parent organization: Expenditures made by the parent organization that should be considered and included as direct costs of the library. Retirement benefits paid for by a central agency in the parent organization on behalf of library employees as well as other organization employees, centralized purchasing, and organization transportation pools are examples of such expenditures.

EXPENDITURE CATEGORIES AND TRANSFERS (continued)

1. Program expenditures (direct costs) (continued)

    - Expenditures made by another agency: Expenditures made by a local, regional, state, or Federal agency that should be considered and included as direct costs of the library. Retirement benefits paid for all state or Federal employees, a district, regional, state, or Federal purchasing agency, district, regional, state, or Federal transportation pool are examples of such expenditures.

    - Expenditures made by a central administration: Any services provided by a central administrative function that must be apportioned to individual departments before direct costs are calculated.

    - Contributed (volunteer) services: Services rendered to an institution for which little or no compensation is paid. The monetary value of donated services can be determined on the basis of payments to other staff having equal qualifications, training, experience, and responsibilities at the institution. If the number of salaried personnel is too small to provide reliable salary and wage data, reference may be made to other sources of such figures. (10)* Only those services which are significant to the library should be included.

2. Collection resource expenditures: Expenditures for library materials including print, nonprint, and special collections. Exclude costs of preprocessing, acquisitions of library equipment, and collection resource maintenance activity.

3. Expenditures for capital assets: This activity center is a holding account for any capital expenditures made from the library's current funds. Expenditures for capital assets include monies expended for land, land improvement, buildings, additions to buildings, and capital equipment. Capital equipment is defined as any equipment items costing more than $500 (or similar lower limit established by the institution) and having an estimated service life of more than two years. Capital expenditures for the current year are not included in the costs of the other activity centers (i.e., programmatic activities). See also DEPRECIATION/AMORTIZATION.

4. Mandatory transfer-out: Includes all transfers from current fund that must be made to other fund groups in order to fulfill a binding legal obligation of the institution. These categories are distinct from voluntary provisions made at the discretion of the parent organization, governing body, or library and therefore classified separately. This category includes the following subcategories: provision for debt service, loan fund matching grants, and other mandatory transfers.

5. Nonmandatory transfer-out: This category includes all transfers from the library fund to another fund at the discretion of the institution's governing board. Although such transfers usually involve

EXPENDITURE CATEGORIES AND TRANSFERS (continued)

5. Nonmandatory transfer-out (continued)

unrestricted funds of the current fund, a redesignation of funds previously designated for a different purpose may be made and the subsequent transfer recorded in this category.

EXTENSION OF LIBRARY SERVICES: The supplying of books and other library assistance (including reader and research advisory services) to individuals and organizations outside a library's regular service area, and to areas in which library service is not otherwise available. These services may be reimbursed by users or subsidized by other sources, or may be provided gratis by the library. (5)*

F

FACILITIES: See BUILDING IDENTIFIERS/CHARACTERISTICS and/or ROOM USE CATEGORIES.

FACILITY AVAILABILITY: The number of hours annually in which the library facilities (or a portion thereof) are open to the library's clientele. Total facility availability is determined by the addition of the number of hours each library facility (i.e., building) is open and accessible to the public. Average facility availability is determined by dividing the total facility availability by the number of individual facilities (i.e., buildings or service outlets) of the library.

FACILITY MEASURES: See PROGRAM MEASURES.

FACT-FINDING SOURCES: See REFERENCE COLLECTION.

FACT-FINDING TRANSACTION: See Reference transaction under INFORMATION CONTACT.

FACULTY: See RESEARCH/INSTRUCTION EMPLOYEE and/or Classroom teacher under SCHOOL LIBRARY/MEDIA CENTER TARGET GROUP.

FEES: See Generated income or Tuition and fees under CURRENT-FUND REVENUE CATEGORIES.

FICHE: See Fiche catalog under CATALOG and/or Microfiche under MATERIALS FORMAT.

FICTION: This category includes material of which content is not intended to be fact. Such material includes (but is not exclusive to) narrative prose literature, with events, characters, and scenes wholly or partly the product of the imagination, as novels and short stories.

FILLED BORROWING REQUEST: See Requests filled within user specified time under INTERLIBRARY LOAN BORROWING ACTIVITY.

FILLED LENDING REQUEST: See INTERLIBRARY LOAN LENDING ACTIVITY.

FILM: See Motion picture film or Microfilm under MATERIALS FORMAT.

FILMSTRIP: See Projected or magnified material under MATERIALS FORMAT.

FILMSTRIP PROJECTOR OR VIEWER: See Projecting or magnifying device under EQUIPMENT TYPES.

FILMSTRIP VIEWER: See Filmstrip projector or viewer under EQUIPMENT TYPES.

FINANCIAL MEASURES: See PROGRAM MEASURES.

FINANCIAL RESOURCES: The assets, liabilities, and fund balances attributable to the library. Specific categories included in financial resources are:

FINANCIAL RESOURCES (continued)

1. Assets: This category generally includes such items as cash, investments, pledges receivable, accounts receivable, notes receivable, inventories, prepaid expenses and deferred charges, institutional plant, and interfund borrowing due from or to other funds. Specific categories include:

    - Cash: Includes the cash on hand, petty cash, and cash in bank accounts, associated with the library. Does not include short-term investments.

    - Investments: Includes real estate, marketable securities, copyrights, royalties, and so forth.

    - Pledges receivable: Pledges include pledges of gifts, subscription notes, and estate notes.

    - Accounts receivable: Includes all amounts owed the library, and limited to uncollected amounts of completed sales (i.e., uncollected generated income). Governmental appropriations that are subject to release by a governmental office for library use should be included here.

    - Prepaid expenses and deferred charges: Includes that portion of operating expenditures properly chargeable in a period subsequent to the date of the fiscal report.

    - Plant: The physical property owned by the library and used for library purposes, such as land, buildings, improvements other than buildings and equipment.

    - Interfund borrowing due from or to other funds: Represents the amounts of funds loaned temporarily between fund groups (for example, current funds loaned to the plant fund).

    - Other assets: Include here inventories and notes receivable.

2. Liabilities: This category can include accounts payable and accrued liabilities; notes, bonds, and mortgages payable; deposits, deferred revenues; and contracts payable. Specific categories are:

    - Accounts payable and accrued liabilities: Represents liabilities for goods received and other expenses incurred for which disbursements have not been made as of the date of the fiscal report. Payrolls due and unpaid, amounts deducted from payrolls and not yet forwarded to proper agencies (e.g., income taxes withheld, social security taxes, and retirement annuity premiums).

    - Notes, bonds, and mortgages payable: Represents liabilities for outstanding notes, bonds, and mortgages.

FINANCIAL RESOURCES (continued)

2. Liabilities (continued)

   - Deposits: Includes receipts for various purposes that a library may be required to repay in whole or part. Examples are deposits for breakage, room rental contracts, keys, library books, and so forth.
   - Deferred revenues: Includes payments made to the library in advance of the fiscal period reported to which they apply for services to be rendered in a subsequent fiscal period.
   - Other liabilities: Liabilities not listed or defined above. Includes contracts payable.

3. Fund balances: The difference (excess or deficit) between assets and liabilities for each of the following--current funds, loan funds, endowment and similar funds, annuity and life income funds, plant funds, and agency funds. Fund balances include:

   - Current-fund balance: The net accumulation of the excess of current-fund revenues over current-fund expenditures and transfers.
   - Endowment and similar fund balance: The balance of funds in endowments, term endowments, and quasi-endowments specifically endowed to the library.
   - Unexpended plant fund: Unexpended resources that have been set aside for the purchase or construction of physical plant in excess of associated liabilities.
   - Funds for renewal and replacement: Unexpended resources held for the renewal and replacement of physical plant.
   - Net investment in plant: The net investment in plant is the total equity in facility assets. It is, in short, the library's "paid for" plant facilities.
   - Funds for retirement of indebtedness: Resources held for the retirement of, and the interest on, the debt owed on the library's physical plant. It includes sinking funds established under bond indentures, mortgage amortization payments accumulated but not yet due, and other resources accumulated for interest and debt retirement.
   - Other fund balances: Fund balances not listed and defined above.

FIRST PROFESSIONAL DEGREE: See HIGHEST DEGREE OFFERED/OBTAINED.

FISCAL PERIOD: A designated period at the end of which a library or library system determines its financial condition and the results of its operations and closes its accounts. The period is usually a year, though not necessarily a calendar (i.e., January through December) year. (5)*

4-1-4 PLAN: See PREDOMINANT CALENDAR SYSTEM.

FRINGE BENEFITS: See Compensation under EXPENDITURE CATEGORIES AND TRANSFERS.

FULL-TEXT RETRIEVAL TRANSACTION: The search and retrieval of information from a full-text retrieval data base for a user. Each independent information unit obtained for the user should be counted, not the number of users. See also Full-text retrieval data base under DATA BASE.

FULL-TIME EQUIVALENT COUNTS: See ACADEMIC STUDENT COUNTS and/or EMPLOYEE COUNTS.

FUND BALANCES: See FINANCIAL RESOURCES.

FUND SOURCE: See CURRENT-FUND REVENUE CATEGORIES.

G

GENERAL CIRCULATION SERVICES: See Circulation services under PROGRAMMATIC ACTIVITIES.

GENERAL CIRCULATION TRANSACTION: See CIRCULATION TRANSACTION.

GENERAL EDUCATION PROGRAM: See Cultural, recreational, and educational services under PROGRAMMATIC ACTIVITIES.

GENERAL LIBRARY COLLECTION: See COLLECTION CATEGORIES.

GENERAL REFERENCE COLLECTION: See Reference collection under COLLECTION CATEGORIES.

GENERAL USE FACILITY: See ROOM USE CATEGORIES.

GENERATED INCOME: See CURRENT-FUND REVENUE CATEGORIES.

GIFTS AND EXCHANGES: The acquisition of library materials by gift, or in exchange, with another institution for publications of that institution. (5) Items received and items retained by the library should be recorded separately. See also CONTRIBUTED MATERIALS and/or Private gifts, grants, and contracts under CURRENT-FUND REVENUE CATEGORIES.

GLOBE: See Three-dimensional material under MATERIALS FORMAT.

GOVERNMENT PUBLICATION: See MATERIALS ACQUISITION COUNTS.

GOVERNMENTAL APPROPRIATIONS: See CURRENT-FUND REVENUE CATEGORIES.

GOVERNMENTAL GRANTS AND CONTRACTS: See CURRENT-FUND REVENUE CATEGORIES.

GRADUATE DIVISION: See ACADEMIC COURSE LEVEL.

GRADUATE STUDENTS: See ACADEMIC STUDENT LEVEL.

GRAPHIC OR REPRODUCTION DEVICE: See EQUIPMENT TYPES.

GRANTS: See CURRENT-FUND REVENUE CATEGORIES.

GROSS SQUARE FEET (GSF): The sum of square feet of the floor areas of the building included within the outside faces of exterior walls for all stories, or areas that have floor surfaces. Gross area should be computed by measuring from the outside face of exterior walls, disregarding cornices, pilasters, buttresses, etc., which extend beyond the wall face, measured in terms of gross square feet (GSF). In addition to all the internal floored spaces obviously covered above, gross area should include basements (except unexcavated portions), attics, garages, enclosed porches, penthouses, mechanical equipment floors, lobbies, mezzanines, all balconies (inside or outside) utilized for operational functions, and corridors, provided they are within the outside face lines of the building. Roofed loading or shipping platforms should be included, whether within or outside the exterior face lines of the building.

GROSS SQUARE FEET (GSF) (continued)

Stairways, elevator shafts, mechanical service shafts, and ducts are to be counted as gross area on each floor through which the shaft passes. Exclude open courts and light wells, or portions of upper floors eliminated by rooms or lobbies that rise above single-floor ceiling height. See also ASSIGNABLE SQUARE FEET (ASF).

GROUP TRANSACTION: See INFORMATION CONTACT.

H

HANDICAP ACCESS: See BUILDING IDENTIFIERS/CHARACTERISTICS.

HANDICAP CATEGORY: A handicap is an atypical physical, health, sensory, or mental condition which, without the use of any corrective device, may substantially limit one or more major life activities. Handicap categories include:

1. None

2. Visually handicapped: Persons who have a visual impairment which, even with correction, is sufficiently severe as to adversely affect their performance of certain activities. A person identified as visually handicapped may be referred to as partially seeing or blind, according to the nature and severity of the handicap.

3. Hearing handicapped: Persons having an auditory impairment sufficiently severe as to adversely affect their performance of certain activities. A person identified as hearing handicapped may be referred to as hard of hearing or deaf, depending upon the nature and severity of the handicap.

4. Deaf-blind: Persons having concomitant hearing and visual impairments, the combination of which causes such severe communication and other developmental and learning problems that such a person cannot be accommodated by special materials or services solely for deaf persons or for blind persons.

5. Orthopedically handicapped: Persons having an orthopedic impairment sufficiently severe as to adversely affect their performance of certain activities. The term includes persons with impairments caused by congenital anomaly, impairments caused by disease, and impairments from other causes.

6. Other health handicapped: Persons having a health impairment sufficiently severe as to adversely affect their performance of certain activities. Such persons may be handicapped because of limited strength, vitality, or alertness due to chronic or acute health problems.

7. Speech handicapped: Persons having a communication disorder that is sufficiently severe to adversely affect performance of certain activities. Such a handicap should not be confused with proficiency in the English language.

8. Mentally handicapped: Persons having a mental impairment (i.e., a mental or psychological disorder such as mental retardation, emotional or mental illness, or specific learning disability) of sufficient severity as to substantially limit one or major life activities.

9. Multihandicapped: Persons having concomitant impairments, the combination of which cannot be accommodated by special materials or special services solely for one of the above identified categories.

HEADCOUNT: A profile (point-in-time) identification of the actual unduplicated number of individuals in a population. Usually used for recording and reporting status by categories of descriptors such as full-time/part-time, male/female, race/ethnic identification, age ranges, income levels, and educational attainment.

HEADQUARTERS: See LIBRARY HEADQUARTERS.

HIGH SCHOOL: See Secondary school under SCHOOL.

HIGHEST DEGREE OFFERED/OBTAINED: The highest degree/certificate/diploma offered by an institution or obtained by an individual which represents completion of any program offered by the institution, or obtained by an individual.

1. Certificate or diploma: An award for successful completion of a course of study or program covering less than two academic years offered by a postsecondary institution.
2. Associate degree (two years or more): The degree granted upon completion of an educational program less than baccalaureate level and requiring at least two but less than four academic years of college work.
3. Bachelor's degree: Any earned academic degree carrying the title of "bachelor."
4. First professional degree: The first earned degree in a professional field. Only the following degrees should be included: (1) M.D., (2) D.O., (3) L.L.B. or J.D. (if J.D. is the first professional degree), (4) D.D.S., (5) D.V.M., (6) O.D., (7) B.D., M.Div., Rabbi, (8) Pod.D., P.M.
5. Master's degree: Any earned academic degree carrying the title of "master."
6. Doctoral degree: Any earned academic degree carrying the title of "doctor." Not included are first professional degrees such as M.D., D.D.S.
7. Other certificate, diploma, or degree: Includes all other categories of degrees/diplomas/certificates that cannot be categorized in any of the preceding categories such as specialist degrees for work completed toward a certificate.

HOLOGRAM: See Projected or magnified material under MATERIALS FORMAT.

I

INCOME: See CURRENT-FUND REVENUE CATEGORIES and/or Family income under PUBLIC LIBRARY TARGET GROUP.

INDEX: See REFERENCE COLLECTION.

INFORMATION AREA: See User information area under ROOM USE CATEGORIES.

INFORMATION CONTACT: An information contact is an encounter in person, by telephone, mail, or other means, between a member of the reference/information staff and a user, in which information is sought or provided. (2) See also Information services under PROGRAMMATIC ACTIVITIES.

1. Directional transaction: A directional transaction is an information contact which facilitates the use of the library in which the contact occurs, and its environs, and which may involve the use of sources describing that library, such as schedules, floor plans, handbooks, and policy statements. Examples of directional transactions are: (1) directions for locating facilities such as restrooms, carrels, and telephones; (2) directions for locating library staff and users; (3) directions for locating materials for which the user has a call number; (4) supplying materials such as paper and pencils; and (5) assisting users with the operation of machines. (2) Directional assistance provided as a part of a reference transaction (defined below) should not be counted here.

2. Reference transaction: A reference transaction is an information contact which involves the use, recommendation, interpretation, or instruction in the use of one or more information sources, or knowledge of such sources, by a member of the reference/information staff. Information sources include: (1) print and nonprint materials; (2) machine-readable data bases (including computer-assisted instruction); (3) library bibliographic records, excluding circulation records; (4) other libraries and institutions; and (5) persons both inside and outside the library.

   A question answered through utilization of information gained from previous consultation of such sources is considered a reference transaction even if the source is not consulted again. A contact which includes both reference and directional service is one reference transaction. Duration should not be an element in determining whether a transaction is reference or directional. (2)

   Types of reference transactions include:

   - Catalog information transaction: A reference transaction which specifically requires instruction in the use of the library catalog, or requires a search of the library's catalog, a union catalog, a serials list, or another library's catalog for a specific work, or works by a specific author, or works on a particular subject. Catalog searches resulting from bibliographic searches, fact-finding transactions, or other reference transactions, during

INFORMATION CONTACT (continued)

2. Reference transaction (continued)

- Catalog information transaction (continued)

  the course of the information contact, should be excluded from this category and reported under the appropriate category of reference transaction listed below.

- Fact-finding transaction: A reference transaction involving only a question of a factual nature which can be addressed readily and often for which a standard reference book, entry in a reference file, or knowledge of the staff member is sufficient to provide the answer. Exclude fact-finding, which is a part of a literature search transaction (below), a referral transaction (below), or a research and analysis transaction (below).

- Literature search transaction: A reference transaction which involves extensive scouting of indexes, bibliographies, and machine-readable literature data bases as well as the library's own monographs and serials, in order to locate information on the subject of inquiry. (5)* Selective dissemination of information (SDI) or bibliographies developed in anticipation of user's requests, or on a recurring basis should not be included in this category. For reporting purposes, count here only the literature search request, not the number of bibliographies, indexes, or data bases searched to satisfy the request. Categories of literature search are:

  - Literature search of the collection: A reference transaction which involves extensive scrutiny of indexes and bibliographies in print or print facsimile, as well as materials in the library collection, in order to locate information on the subject of inquiry.

  - Bibliographic data base literature search: A reference transaction involving a subject (or other) search of machine-readable data bases for the purpose of yielding a bibliography or list of citations specifically addressing the subject of the inquiry.

  - Combined literature search: Any literature search which entails both manual and machine searching.

  - Other literature search: Any literature searches not named or defined above.

- Readers or research advisory transaction: A reference transaction which involves consultation for reading or research problems, recommendations of books and a reading or research program, or instruction in the use of the library and its resources (beyond catalog use). Exclude class instruction in reading, such as right-to-read programs, which specifically address reading and are not primarily intended to upgrade library skills and which should be considered under cultural, recreational, and educational services.

INFORMATION CONTACT (continued)

2. Reference transaction (continued)

- Community referral transaction: A reference transaction which involves the provision of information about the community, community activities, community services or agencies, and community calendars. Such a transaction typically requires the determination of the user's need and the appropriate agency-information referral or community information referral to meet this need. Community services, resource referral files, schedules of events, and maps of the community may be consulted.

- Other referral transaction: A reference transaction which involves the provision of information about or from offices, departments, or agencies outside of the library (other than those encompassed by community referral). Such a transaction may require directing the user to persons or organizations external to the library.

- Research and analysis transaction: A reference transaction which involves the provision and interpretation of extensive information about a particular topic, or topics. Such a transaction may require the consolidation and analysis of information from a variety of sources; independent research on the part of the library staff; and the synthesis of this information into a single "information package" for the user. Such a transaction may also require literature searches, referral to agencies and organizations outside of the library, and other components of other types of reference transactions. However, it is distinguished from these by the interpretation, synthesis, and analysis of the information required by the library staff.

- Other reference transactions: Other reference transactions not identified above.

3. Group transaction: A group transaction is an information contact in which a staff member provides information service, usually intended for a number of persons, rather than an individualized response to a specific need of one or two persons at a time. Examples of group transactions are: lectures, library tours, book reviews and discussions, media presentations and similar programs, instructional programs in research methods and similar programs. If a series of such presentations is made, each session should be counted separately. (2) Group transactions include transactions both on and off the library premises, as long as such transactions are sponsored by the library. For counting purposes, the transaction should be counted as one. In addition, the number of persons attending each transaction should be counted.

INFORMATION SERVICE HOURS: The number of hours annually in which an information service point is staffed and prepared to provide information service to the library's clientele. For reporting purposes, the total number of hours annually for each service point maintained by the library should be totaled to yield an overall library total. The hours of any

INFORMATION SERVICE HOURS (continued)

service point should be calculated on the service point and not upon the number of staff members available at that service point simultaneously. Thus, a service point staffed for one hour by two individuals is the equivalent of one information service hour only.

INFORMATION SERVICES: See PROGRAMMATIC ACTIVITIES.

INPUT-OUTPUT DEVICE: See Computer device under EQUIPMENT TYPES.

INSTRUCTION/RESEARCH EMPLOYEE: See RESEARCH/INSTRUCTION EMPLOYEE.

INTERBRANCH LOAN: See INTRALIBRARY LOAN.

INTERLIBRARY COOPERATION: See CONSORTIUM, NETWORK, AND/OR COOPERATIVE ENDEAVOR.

INTERLIBRARY DELIVERY SERVICES: See Interinstitutional exchange and delivery services under PROGRAMMATIC ACTIVITIES.

INTERLIBRARY LOAN (ILL): Materials sent in answer to specific title, author, or ILL subject requests made between libraries or library agencies that are not under the same administration (i.e., interbranch and intracampus lending and borrowing are excluded). (19)* See also INTRALIBRARY LOAN.

INTERLIBRARY LOAN BORROWING ACTIVITY: The activity of a library related to requesting and obtaining, from other libraries, materials requested by library clientele.

1. Item requested: The material requested from another library for a patron of the reporting library. An item requested should be counted only once regardless of the number of libraries queried for the item requested.

2. Borrowing request: A query sent to another library for an item requested by a patron of the reporting library. Such borrowing requests should be counted whether or not the request is filled.

3. Request filled within user specified time: Material supplied to the patron in response to a borrowing request and within the time in which the material is still needed for the patron.

INTERLIBRARY LOAN LENDING ACTIVITY: The activity associated with lending materials from the library's resources to other libraries or furnishing photocopies of materials requested by other libraries. Such activity should be in response to a specific borrowing request from another library as distinguished from bulk loans.

1. Lending request: A request received from another library for materials believed to be owned by the reporting library.

INTERLIBRARY LOAN LENDING ACTIVITY (continued)

2. Filled request: The material requested is loaned to the requesting library, or a photocopy of materials requested is supplied to the requesting library.

   - In original format: Those items that are loaned to another library from the reporting library's collection in the same form in which it resides in the collection (e.g., book, film, record, etc.) and are intended for return to the reporting library.

   - In reproduced format: A facsimile reproduction of an item (e.g., a photocopy) provided in order to fill a lending request. Typically, reproduction costs are paid by the requesting library and the material is not intended for return to the reporting library. Included in this category are photocopies of articles from journals, a cassette copy of a record, microform reproduction, and so forth.

INTERLIBRARY LOAN SERVICES: See Interinstitutional exchange and delivery services under PROGRAMMATIC ACTIVITIES.

INTERNATIONAL STANDARD BOOK NUMBER (ISBN): The international code that identifies concisely, uniquely, and unambiguously, a book, based on the American National Standard and approved by the International Organization for Standardization as ISO 2108, International Standard Book Numbering.

INTERNATIONAL STANDARD SERIAL NUMBER (ISSN): The international numerical code that identifies concisely, uniquely, and unambiguously, a serial publication, based on the American National Standard, Identification for Serial Publications, Z39.9, 1971, and approved by the International Organization for Standardization as ISO 3297, International Standard Serial Numbering. (4)

INTRALIBRARY LOAN: A loan made from one library (or one branch) to another within the same library system. (5)

INVESTMENTS: See Assets under FINANCIAL RESOURCES.

ISSUE: A single uniquely numbered or dated part (installment) of a periodical. (4)

J

JOINT ACQUISITIONS: See MATERIALS ACQUISITION COUNTS.

JOINT LIBRARY: See ACADEMIC REPORTING-UNIT STRUCTURE and/or SPECIAL LIBRARY REPORTING-UNIT STRUCTURE.

JUNIOR HIGH SCHOOL: See *Secondary school* under school.

JUNIOR-SENIOR HIGH SCHOOL: See *Secondary school* under SCHOOL.

K

KIT: See MATERIALS FORMAT.

L

LABOR COST: See Activity measures under PROGRAM MEASURES.

LABORATORY FACILITY: See ROOM USE CATEGORIES.

LAG TIME: See Activity measures under PROGRAM MEASURES.

LANGUAGE PROFICIENCY: The ability of the individual to read, write, speak, and understand languages.

1. Proficiency with English: An indication of a person's ability to understand the English language. This includes the ability to read, write, and speak.
2. Primary language: The language that a person uses and comprehends most easily.
3. Other language(s) in which proficient: Any language(s) or dialect(s), excluding the primary language, in which the person has at least a moderate degree of proficiency, i.e., in speaking, reading, and/or writing. Sign language may be included here. Any such language should be specified.

LEAFLET: See Pamphlet under MATERIALS FORMAT.

LEARNING RESOURCE CENTER: An institutional facility which provides teaching or instruction materials and related equipment to the user individually and in classes, including computer-assisted instruction, audiovisual teaching and training packages, and educational materials intended for self instruction. See also SCHOOL LIBRARY/MEDIA CENTER.

Academic libraries and school library/media centers should identify the type of relationship maintained with the learning resource center of the parent organization:

1. Not applicable (there is no learning resource center)
2. Part of the library/media center
3. Administratively equal to the library/media center and under a common administrator
4. Library/media center is part of the learning resource center
5. No formal relationship between the learning resource center and the library/media center

LEASED COLLECTION: Library materials that are rented from a vendor or commercial firm for a limited period of time. The library may have a purchase option allowing it to buy all or part of the collection at a fraction of the purchase price. The collection may be stable for a contracted time period or it may be rotated at given intervals. See also RENTAL COLLECTION.

LEGAL CONTROL: The constituency to which the parent organization or sponsor of the library has primary legal responsibility. Control can be categorized into the following subgroups:

1. Public: Control of policy and funding originating directly or indirectly from a constitutionally defined form of government. The following subscategories are generally used:

   - Federal control
   - State or territorial control
   - School district control
   - Regional control
   - County or borough control
   - Municipality (including township and city) control
   - Other public control

2. Private: Control of policy and funding originating primarily from a nongovernmental entity. The following subcategories are generally used:

   - Private for-profit
   - Independent, nonprofit
   - Private, affiliated with a religious group
   - Other private control

3. Other: Control of policy and funding originating from a combination of governmental and nongovernmental entities.

LEVEL: See ACADEMIC COURSE LEVEL and/or ACADEMIC STUDENT LEVEL.

LIABILITIES: See FINANCIAL RESOURCES.

LIBRARIAN: See Specialist/library professional under PERSONNEL RESOURCE CATEGORIES.

LIBRARY: Irrespective of its title, a library is defined as any unit meeting all of the following qualifications:

1. Maintains and controls an organized collection of printed materials, other graphic materials, and/or nonprint media.

2. Provides a regular staffing level in which the primary function of this staff is to provide materials, facilitate the use of the collection, and deliver information services to meet the informational, educational, or recreational needs of its clientele.

LIBRARY (continued)

3. Maintains an established recurrent schedule in which services of the staff are available to the unit's clientele.

LIBRARY ASSISTANT: See Library technician under PERSONNEL RESOURCE CATEGORIES.

LIBRARY BOARD: See PUBLIC LIBRARY REPORTING-UNIT STRUCTURE.

LIBRARY GENERAL INFORMATION SURVEY (LIBGIS) CODE: Number assigned to the library by the National Center for Education Statistics (NCES) for the purpose of completing the Library General Information Survey.

LIBRARY HEADQUARTERS: The location of the administrative offices of the library. These offices may or may not be located at a library.

LIBRARY IDENTIFIERS: The name, address, and code identifying the parent organization (of which the reporting library is a part) as unique, and the Standard Library Identification Number of the reporting library. Such identifiers may also include congressional district, state senate district, and standard metropolitan statistical area. Specifically, these identifiers include:

1. Corporate name of parent organization or sponsor: The official name of the organization, partnership, or agency of which the library is a part should be used. Do not use the name of the library itself. If two or more independent organizations are served by the library, the official name for each should be listed.

2. Organization code: The code designation for the organization, partnership, or agency of which the library is a part, and which is identified by organization name. Such codes vary from setting to setting, and may vary with surveys. However, such codes include the Federal Interagency Committee on Education (FICE) code for academic institutions, the Elementary School General Information Survey (ELSGIS) Code for schools, and so forth. If two or more independent organizations are served by the library, code designations for each organization should be reported.

3. The American National Standards Institute Standard Library Identification Number (SLIN): A coding plan for systems identification of library organizations throughout the U.S.

4. Location: The location of the library headquarters or central offices should be considered the place of address for a library system. The following types of information are useful in reporting location:

   - Address: The mailing address, city, state, and zip code of the central offices of the library.

   - U.S. congressional district: If a library system has service outlets or service points in more than one congressional district, each district should be cited.

LIBRARY IDENTIFIERS (continued)

4. Location (continued)

   - State legislative district: If a library system has service outlets or service points in more than one legislative district, each district should be cited.
   - Standard Metropolitan Statistical Area (SMSA): A designator employed by the U.S. Bureau of the Census for a city (or cities) of specified population which constitutes the central city and the county (or counties) in which it is located.
   - County: If a library system has service outlets or service points in more than one county, the name of each county should be cited.

LIBRARY OF CONGRESS CARD OR CARD COPY: See Derived cataloging under CATALOGING ACTIVITY.

LIBRARY OF CONGRESS CLASSIFICATION: See CLASSIFICATION SYSTEM.

LIBRARY TECHNICIAN: See Technical employee under PERSONNEL RESOURCE CATEGORIES.

LISTENING CENTER: See Audio device under EQUIPMENT TYPES.

LITERATURE SEARCH TRANSACTION: See Reference transaction under INFORMATION CONTACT.

LOCATION (OF LIBRARY): See LIBRARY IDENTIFIERS.

LOWER DIVISION: See ACADEMIC COURSE LEVEL.

M

MACHINE-ASSISTED REFERENCE SERVICES: See Information services under PROGRAMMATIC ACTIVITIES.

MACHINE-READABLE DATA BASE: See DATA BASE.

MACHINE-READABLE DATA BASE LITERATURE SEARCH: See Reference transaction under INFORMATION CONTACT.

MAGNETIC STORAGE: See Computer material under MATERIALS FORMAT.

MAGNIFICATION DEVICE: See Projecting or magnifying device under EQUIPMENT TYPES.

MAGNIFIED MATERIALS: See Projected or magnified material under MATERIALS FORMAT.

MAIN CAMPUS: See Parent institution/main campus under ACADEMIC REPORTING-UNIT STRUCTURE.

MAIN LIBRARY: See Central library under SERVICE OUTLET.

MANDATORY TRANSFER-OUT: See EXPENDITURE CATEGORIES AND TRANSFERS.

MANPOWER RESOURCE CATEGORIES: See PERSONNEL RESOURCE CATEGORIES.

MANUSCRIPT: See MATERIALS FORMAT.

MAP: See Pictorial representation under MATERIALS FORMAT.

MASTER'S DEGREE: See HIGHEST DEGREE OFFERED/OBTAINED.

MATERIALS ACQUISITION COUNTS: The reporting and recording of data about materials acquired by the library for internal and exchange purposes. See also COLLECTION COUNTS. For purposes of counting newly acquired materials obtained by the library, it is useful to examine the following types of materials formats separately:

1. Periodical subscriptions (excluding microform)
2. Other serials subscriptions (excluding microform)
3. Books (in print)
4. Other print materials
5. Microform
6. Nonprint materials

For the above categories, publishing source should be examined:

MATERIALS ACQUISITION COUNTS (continued)

1. Government publication: Any publication in book, serial, or other materials format bearing a government imprint, e.g., the publications of Federal, state, local, and foreign governments and of intergovernmental organizations such as United Nations, European Common Market, and so forth. (18)* For reporting purposes, include government documents as a separate count for acquisitions. This count need not be maintained as a separate count of holdings unless the library is governed by depository regulations indicating otherwise.

2. Domestic nongovernmental publication: Any book, serial, or other materials format published (or produced, as in the case of nonprint materials) in the United States other than by a government agency.

3. Foreign nongovernmental publication: Any book, serial, or other materials format published (or produced, as in the case of nonprint materials) outside the United States by other than a governmental or intergovernmental agency.

Depending upon the level of detail desired at the local level, it may be useful to further refine these categories. For example, among school library/media centers, nonprint materials should be examined in greater detail. Among government publications, the distinction between local, state, national, foreign, and international issuing agency may be of assistance.

Counts of materials in each of the above stated categories should include:

1. Physical units/volumes acquired

2. Titles acquired

3. Number of subscriptions maintained (including duplicate titles)

4. Number of unique subscriptions maintained (excluding duplicate titles)

At a minimum it is useful to examine collection materials acquisition expenditures in the following for each of the above stated categories of materials:

1. Dollars expended

2. Physical units and/or subscriptions received gratis or through exchange

3. Physical units and/or subscriptions acquired jointly with another library or agency

4. Dollars expended on joint acquisitions

MATERIALS ACQUISITION SERVICES: See Technical services under PROGRAMMATIC ACTIVITIES.

MATERIALS CONVERSION: See COLLECTION RESOURCES MAINTENANCE ACTIVITY.

MATERIALS FORMAT: The media in which the items of the library's collection are contained. Typically, the materials format determines the type of housing necessary for the material, and may dictate the type of equipment necessary to access the material. Categories of materials format are:

1. Print (or printed) material: Material utilizing the print medium (for example, newspapers, books, magazines). This category generally includes textual or book-like materials rather than all materials which are actually produced by a printing process. (17) For reporting purposes, print kits should be excluded and reported under kits.

   - Book: A nonperiodical printed publication bound in hard or soft covers, or in loose-leaf format, of at least 49 pages, exclusive of the cover pages; or a juvenile publication of less than 49 pages bound in hard or soft covers. (6)* For reporting purposes, exclude atlases from this category and report under pictorial representation. Exclude telephone directories, air schedules, and similar materials of short-lived relevance.

   - Serial: A publication issued in successive parts, usually at regular intervals, and as a rule, intended to be continued indefinitely. Serials include periodicals, newspapers, annuals (reports, yearbooks, etc.), memoirs, proceedings, and transactions of societies. They may include monographic and publishers' series. (5, 7) For reporting purposes, exclude serials reported under book, above. Categories of serial are:

     - Periodical: A serial publication generally printed on paper other than newsprint, intended to appear indefinitely at regular or stated intervals, generally more frequently than annually. Individual issues are numbered consecutively or dated and normally contain separate articles, stories, or other writings. They contain subject matter of either general interest (fiction or nonfiction) or else are primarily devoted to articles, studies, reports, and factual information on specialized subjects, i.e., legislation, finance, trade, labor, farm, machine, pure and applied science, fashion, sports, hobbies, etc. Newspapers disseminating general news and the proceedings, papers, and other publications of corporate bodies primarily related to their meetings are not included in this category. (5, 8, 9, 24)* Divisions of this category are:

       - Bound periodical: Issues of a periodical usually constituting the whole or a consecutive part of a definite publishing period, affixed together with an adhesive with or without stitching, and usually encased in a protective cover with identifying marking added to the spine, and sometimes also to the front of the cover. (4)

       - Unbound periodical: Individual issues of a volume of a periodical not attached by binding. (4)

MATERIALS FORMAT (continued)

1. Print (or printed) materials (continued)

   - Serial (continued)

     - Newspaper: A serial publication usually printed on newsprint without a cover and with a masthead, issued at stated and frequent intervals (usually daily or weekly) which reports events and discusses topics of current interest, and is usually a "primary source" of information to its readers. (5, 8)

     - Serial service: A serial publication which is revised, accumulated, or indexed by means of new or replacement pages. (12) Include loose-leaf services.

     - Other serial: Any serial publication not defined or identified above.

   - Other print material: Any material utilizing the print medium not identified or defined above. Where appropriate, this category may be refined to reflect the following categories:

     - Pamphlet (not in vertical file): An independent publication consisting of a few leaves of printed material fastened together, but not bound. Usually enclosed in paper covers. Includes leaflet. (5)

     - Vertical file material: Those items such as pamphlets and clippings which are filed vertically in drawers for ready reference. (5)*

     - Other print material: Any material in print not listed and defined above. Include here rail and air schedules and other nonserial print materials of short-term relevance.

2. Microform: Any materials, film or paper, printed or photographic, containing microimages which are units of information, such as a page of text or drawing, too small to be read without magnification. Includes computer output microform. (17)* Microform should also be described in terms of periodicals and other materials formats described above.

   - Aperture card: A data card with a rectangular hole or holes specifically prepared for mounting and insertion therein of microfilm. (17)*

   - Microfiche: A sheet of microfilm containing microimages in a grid pattern. This category includes ultramicrofiche or ultrafiche. (17)*

   - Microfilm: A fine-grain, high-resolution film containing an image greatly reduced in size from the original (17), and usually stored on a reel.

MATERIALS FORMAT (continued)

2. Microform (continued)

- Other microform material: Any microform material not listed and defined above. (17)

3. Audiorecording: Material on which sounds (only) are stored and can be reproduced (played back) mechanically and/or electronically. (17) Included are:

- Audiocard: A thin card with a strip of 1/4 inch audiotape across the bottom of its width (usually 12 inches or less). The sounds recorded on tape are usually 10 seconds or less in length. Space is provided above the audiotape for pictures or words. (17)

- Audiodisc: A disc, usually of vinyl, in which is impressed a continuous fine spiral groove. As the audiodisc revolves, it causes a stylus to vibrate and produce electrical signals which are converted to sound. (Also called phonograph record, phonodisc, sound recording, phonorecord, and variants of these terms.) (17)

- Audiopage: A specially-prepared page or sheet backed with magnetic oxide (similar to that on audiotape) containing an audiorecording. An audiopage requires special playback equipment and is not the same as an audiocard. (17)

- Audiotape: A strip of magnetic tape on one side of which electrical signals are recorded which can be converted to reproduce sound. While audiotape ranges in size from 150 mils to 1 inch, the most common size in instructional applications is 150 mils (in cassettes) and 1/4 inch (reels). This category includes audiotape reels, cassettes, and cartridges. (17)

- Other audiorecording: Any audiorecording not listed and defined above, including dictation/transcription belts, which make up the library's collection.

4. Computer material: Material intended for use with the computer, either as input or output, which has data recorded on it in some form. Does not include computer output microfilm. (17) For reporting purposes, exclude computer material which is solely intended as part of the support systems of the library (e.g., catalog card production). Include only material for use by the library's user group.

- Computer printout: The printed output of a computer usually on a continuous sheet of paper. Specifically designed forms for printing information with a computer printer are also recorded here. (17)

- Magnetic storage: Data stored on magnetic tape, disc, cassette, or other magnetic data storage medium. Each physical piece should be counted as one.

MATERIALS FORMAT (continued)

4. Computer material (continued)

   - Other computer material: Any recorded computer material not listed and defined above, including card decks.

5. Electronic display material: Material on which signals are recorded for use through electronic display on a cathode ray tube, usually television. The recorded signal is for reproduction of pictures usually accompanied by sound. Does not include recorded materials for computer output on a cathode ray tube. (17)

   - Videodisc: A disc on which are recorded video and/or audio signals for television use. A videodisc requires a video-player compatible with the videodisc. (17)

   - Videotape: A magnetic tape on which video and audio signals are recorded for television use. The tape varies from 1/2 to 2 inches in width and from 0.5 to 1.5 mils in thickness. The most common sizes for instructional use are 1/2, 3/4, and 1 inch wide. Videotape may be on an open reel or in a cartridge or cassette.

   - Other electronic display material: Any recorded material for electronic display not listed and defined above. (17)

6. Projected or magnified material: Recorded visual material which is intended to be enlarged, magnified, or projected for use. Some of the materials are accompanied by sound. (17)

   - Filmstrip or filmstrip set: A length of film that presents a sequence of related still pictures for projection one at a time. Most filmstrips are on 35 mm film but some are 16 mm or smaller. A filmstrip is single-frame if the horizontal axis of the pictures is perpendicular to the sprocket holes; it is double-frame if the horizontal axis of the pictures is parallel to the sprocket holes. It may or may not have provision for sound accompaniment (e.g., accompanied by a cassette or record). Includes sound filmstrips (also called strip-films) and filmstrip set. (17)*

   - Hologram: A material which presents the illusion of three dimensions, complete with parralax. A hologram is created by a photographic technique utilizing a laser. (17)

   - Motion picture film: A flexible, usually transparent material with or without a magnetic or optical sound track, bearing a sequence of images which create the illusion of movement when projected in rapid succession (usually 18 or 24 frames per second). Common film sizes in use are 16 mm, 8 mm, and single/super 8 mm. (17)* Include here film loops.

   - Overhead transparency: An image on a transparent sheet of material intended for use with an overhead projector or light box. (17)

MATERIALS FORMAT (continued)

6. Projected or magnified material

   - Slide: A transparent image on film or glass (usually photographic) intended for use with a slide projector or microscope. May be accompanied by audiotape or cassette. (17)*

   - Stereograph: A pair of opaque or transparent images (usually photographic) intended to produce a three-dimensional effect when viewed with stereoscopic equipment. (17)

   - Other projected or magnified material: Any other projected or magnified material not listed and defined above.

7. Pictorial representation: Two-dimensional material with pictorial information which does not require special equipment or magnification for use. (17)* Where applicable, this category may be refined to specify:

   - Atlas: A volume of maps, plates, engravings, tables, etc. with or without a descriptive letterpress. (1)

   - Chart: An opaque sheet exhibiting information in graphic or tabular form, or by use of contours, shapes, or figures. Does not include navigational charts, which are classified with maps. (17)

   - Map: A representation, usually on a flat surface, of the earth or the heavens. (17)

   - Picture: A representation made on opaque materials by drawing, painting, photography, or other graphic art techniques. (17) Included in this category are art prints, study prints, and photographs.

   - Other pictorial representation: Any pictorial material not included above.

8. Three-dimensional material: Material which is most easily classified in terms of its three-dimensional aspects. (17) Included in this category are:

   - Diorama: A three-dimensional representation of a scene. (17)

   - Exhibit: A collection of objects and materials arranged in a setting to convey a unified idea. (17)

   - Globe: A sphere upon which is depicted a map of the earth or the heavens, showing elements in their proper relationships. (17)

   - Mock-up: A representation of a real device or process whose essential elements may be modified and emphasized for specific training and analysis. (17)

MATERIALS FORMAT (continued)

8. Three-dimensional material (continued)

   - Model: A three-dimensional representation of a real thing, produced in the exact size of the original, or on a smaller or larger scale. Include in this category sculptural reproductions. (17)*

   - Realia: Tangible objects, real items (as opposed to representations or models) as they are without alteration. Include in this category specimens. (17)*

   - Simulation material: Material developed specifically to imitate a real situation and which provides participants with role-playing experiences through a set of allowable actions and a specially created framework within which the actions take place. (17)

   - Other three-dimensional material: Any three-dimensional material not listed and defined above. Include in this category games and toys.

9. Other materials format: Any unit of material held in the library collection which is not listed and defined above. This category includes:

   - Braille material: Library material for the visually handicapped using a system of raised dots representing letters and numerals. (5)

   - Kit: A collection of materials in more than one medium or more than one category of medium that is subject related and intended for use as an instructional unit (e.g., book bags, and SRA kits). Exclude sound filmstrip, slide/audiotape, and filmstrip set, which are defined above, unless they are accompanied by materials in other formats.

   - Manuscript: The handwritten or typewritten copy of an author's work before it is printed. (1)*

   - Score: The written or printed form of a musical work in which the music for participating voice and/or instruments appears on one staff or on two or more staves, one above the other. (1)*

   - Other

MATERIALS ORGANIZATION AND CONTROL SERVICES: See Technical services under PROGRAMMATIC ACTIVITIES.

MEDIA CENTER: See LEARNING RESOURCE CENTER and/or SCHOOL LIBRARY/MEDIA CENTER.

MEDIA DISTRIBUTION SERVICES: See Circulation services under PROGRAMMATIC ACTIVITIES.

MEDIA PROFESSIONAL: See Specialist/library professional under PERSONNEL RESOURCE CATEGORIES.

MEDIA TECHNICIAN: See Technical employee under PERSONNEL RESOURCE CATEGORIES.

MEDIAMOBILE: See SERVICE OUTLET.

MEDIAMOBILE STOP: See Mediamobile under SERVICE OUTLET.

MICROFICHE: See Microform under MATERIALS FORMAT.

MICROFILM: See Microform under MATERIALS FORMAT.

MICROFILM CATALOG: See CATALOG.

MICROFORM: See MATERIALS FORMAT.

MICROFORM READER OR READER/PRINTER: See Projecting or magnifying device under EQUIPMENT TYPES.

MIDDLE SCHOOL: See SCHOOL.

MINIMUM ADMISSIONS REQUIREMENT: The usual minimum requirement for admission to the institution or school (of which the library is a part) as a regular student in the lowest education program or grade offered by the institution or school. Disregard admissions to special programs, exceptional status, or other circumstances that do not conform to the typically enforced admissions policy. The following categories apply:

For academic institutions

1. Only the ability to profit from attendance
2. High school graduation or recognized equivalent
3. High school graduation, plus an indication of superior academic aptitude (class standing, grades, curriculum, particular school, test scores, etc.)
4. Two-year college graduation
5. Four-year college graduation
6. Other minimum admissions requirements

For schools

1. Location of residence
2. Age
3. Grade or year standing
4. Successful completion of entrance examination or other test

MINIMUM ADMISSIONS REQUIREMENT (continued)

For schools (continued)

5. Achievement in school work
6. Special ability, aptitude, or interest
7. Special need
8. Court commitment
9. Current employment
10. Employability
11. Other requirement
12. No requirement

MOCK-UP: See Three-dimensional material under MATERIALS FORMAT.

MODEL: See Three-dimensional material under MATERIALS FORMAT.

MONGRAPH: A treatise on a particular subject, usually detailed in treatment. It is generally a book or pamphlet, but need not be bibliographhy independent. (5)*

MOTION PICTURE FILM: See Projected or magnified material under MATERIALS FORMAT.

MOTION PICTURE PROJECTOR: See Projecting or magnifying device under EQUIPMENT TYPES.

MULTI-CAMPUS SYSTEM: See Campus in a multi-campus system under ACADEMIC REPORTING-UNIT STRUCTURE.

MUSIC SCORE: See Score under MATERIALS FORMAT.

N

NATIONAL UNION CATALOG: See Derived cataloging under CATALOGING ACTIVITY.

NET ASSIGNABLE AREA: See ASSIGNABLE SQUARE FEET (ASF).

NETWORK: See CONSORTIUM, NETWORK, AND/OR COOPERATIVE ENDEAVOR.

NEW LIBRARY: A library which is either (1) in the process of being developed and which is not yet open to the public, or (2) a library which meets and has met since its inception both the following criteria: (a) a materials expenditure budget which exceeds its staffing expenditure budget; and (b) a volume of acquisition during the current reporting year which exceeds the volume holdings of the library at the end of the last reporting year. (21)*

NEWSPAPER: See Print (or printed) material under MATERIALS FORMAT.

NONCIRCULATED VOLUMES RESHELVED: Library volumes removed from the library shelf by a library user not for the purposes of circulation. Normally these volumes are left on tables or in other library areas, at which time library pages may return them to the appropriate location on the shelves. Circulated materials which have been returned for discharge and reshelving should not be included in this category.

NONDEGREE-NONDIPLOMA/NONCERTIFICATE STUDENT: See ACADEMIC STUDENT LEVEL.

NONEXEMPT EMPLOYEE: An employee whose conditions of employment and compensation are subject to the provisions of the Fair Labor Standards Act of 1938 as amended. This category typically includes technical employees, clerical/office employees, and service employees. See also EXEMPT EMPLOYEE and/or PERSONNEL RESOURCE CATEGORIES.

NONFICTION: This category includes material of which content is factual, or interpretation of fact. Such material includes (but is not exclusive to) autobiographies, technical reports, essays, etc. in which events, characters, and content are wholly based on fact. See also FICTION.

NONPRINT COLLECTION: See COLLECTION CATEGORIES.

NONPRINT MATERIAL: Material which does not meet the definition of print or print facsimile, and which is not textual in nature. Some require special equipment in order to be seen and/or heard (including motion pictures, audiorecordings, filmstrips, slides, and overhead transparencies). Others do not require the use of special equipment in order to be seen and/or heard (for example, flat pictures, study prints, maps, charts, and games). Nonprint material on loan to the library should not be included. Audiorecordings, computer materials, electronic display materials, projected or magnified materials, pictorial materials, three-dimensional materials, and nonprint kits are all considered nonprint materials. Exclude from this category microform, which should be categorized as print facsimile. See also MATERIALS FORMAT.

NUMERIC DATA BASE: See DATA BASE.

O

OBJECT OF EXPENDITURE: See EXPENDITURE CATEGORIES AND TRANSFERS.

OBLIGATION: See Liabilities under FINANCIAL RESOURCES.

OFF-SITE STORAGE COLLECTION: See COLLECTION CATEGORIES.

OFF-SITE STORAGE FACILITY: See Support facility under ROOM USE CATEGORIES.

OFFICE/CLERICAL EMPLOYEE: See PERSONNEL RESOURCE CATEGORIES.

OFFICE FACILITY: See ROOM USE CATEGORIES.

OFFICIAL DIRECTOR OF THE LEGAL ENTITY OF WHICH THE LIBRARY IS A PART: See PUBLIC LIBRARY GOVERNING BODY.

ONLINE COMPUTER CATALOG: See CATALOG.

ONLINE DATA BASE: See DATA BASE.

ONLINE REFERENCE SEARCH: See DATA BASE and/or Bibliographic data base literature search under INFORMATION CONTACT.

OPEN STACK/READING ROOM: See Study facility under ROOM USE CATEGORIES.

OPERATING EXPENDITURES: See Program expenditures (direct costs) under EXPENDITURE CATEGORIES AND TRANSFERS.

ORDER CARD: One form for recording information used in ordering library materials. Order cards may be manually or automatically produced, manually or automatically stored. Also called order request card (ORC).

ORDERING SERVICES: See Materials acquisition services under PROGRAMMATIC ACTIVITIES.

ORGANIZATION CODE: See LIBRARY IDENTIFIERS.

ORGANIZATION CONTROL: See LEGAL CONTROL.

ORIGINAL CATALOGING: See CATALOGING ACTIVITY.

ORIGINAL FORMAT: See Filled request under INTERLIBRARY LOAN LENDING ACTIVITY.

OUTCOME MEASURES: See PROGRAM MEASURES.

OUTPUT DEVICE: See Computer device under EQUIPMENT TYPES.

OVERHEAD TRANSPARENCY: See Projected or magnified material under MATERIALS FORMAT.

P

PAGE: See Office/clerical employee under PERSONNEL RESOURCE CATEGORIES.

PAMPHLET: See Other print material under MATERIALS FORMAT.

PARAPROFESSIONAL: See Technical employee under PERSONNEL RESOURCE CATEGORIES.

PARENT ORGANIZATION/INSTITUTION: The agency, corporate body, or institution of which the reporting library is a part.

PART-TIME COUNTS: See ACADEMIC STUDENT COUNTS and/or EMPLOYEE COUNTS.

PATRON: See USER GROUP.

PERFORMANCE MEASURES: See PROGRAM MEASURES.

PERIODICAL: See Print (or printed) material under MATERIALS FORMAT.

PERSON TIME: See Activity measures under PROGRAM MEASURES.

PERSONNEL CONDITIONS OF EMPLOYMENT: Includes information about the appointment, status, and other terms relating to an individual's employment at the library. Types of information included are:

1. Personnel resource category: The appropriate category in which the employee is considered given the responsibilities and duties of his or her position. See also PERSONNEL RESOURCE CATEGORIES.
2. Compensation: Includes salary, fringe benefits, and source of compensation (e.g., Federal funds).
3. Term of appointment: The type of appointment and related information regarding the individual's position. This includes tenure status, length of appointment, and other terms related to the individual's position.
4. Employee status: The full-time or part-time status of the position held by the individual.

PERSONNEL IDENTIFIERS/TRAITS: Individual attributes of library employees. Specific identifiers/traits include:

1. Individual identification: The name, address, employee identification number, title, social security number, and so forth that are unique to the individual.
2. Age
3. Sex
4. Race/ethnic identification

PERSONNEL IDENTIFIERS/TRAITS (continued)

5. Handicap category

6. Educational attainment

7. Professional affiliations or appointments: Memberships, appointed positions, and so forth, which are pertinent to the employee and his or her relationship with the library or library profession.

PERSONNEL MEASURES: See PROGRAM MEASURES.

PERSONNEL RESOURCE CATEGORIES: Categories of employees representing different kinds of personnel resources available to the library. The following categories provide for the classification of personnel resources and refer to both paid employees and volunteers. (Volunteers should be categorized according to the type of activity which they conduct.) Personnel are primarily categorized by functions and responsibilities, rather than educational background, experience, or other qualifications. See also EMPLOYEE, EMPLOYEE COUNTS, CONTRIBUTED (VOLUNTEER) SERVICES, RESEARCH/INSTRUCTION EMPLOYEE, Classroom Teacher under SCHOOL LIBRARY/MEDIA CENTER TARGET GROUP, and/or STUDENT ASSISTANT.

1. Executive/administrative/managerial professional: Includes employees who exercise primary responsibility for management of the library, or a customarily recognized subdivision and who devote no more than 20 percent of their work week to Fair Labor Standards Act (FLSA) nonexempt work (if the library is covered by FLSA). Assignments may require the performance of work directly related to management policies or general business operations of the library or the performance of functions in the administration of a department. Titles of such employees include head librarian, library director, assistant director, department head, chief librarian, and so forth.

2. Specialist/library professional: Includes employees who are given assignments requiring knowledge of an advanced type in a field of science or learning or original and creative work in an artistic field. Typically, no more than 20 percent of the work week is devoted to FLSA nonexempt work (if the library is covered by FLSA). This category has a number of features in common with the previous classification. Persons in these two categories conventionally are drawn from the same or similar education, training, experience, and vocational backgrounds. Specialist/library professionals are distinguished from the preceding category in that their primary activity is practice in their particular field rather than administration.

   Within the library, the majority of professional staff would typically fall within specialist/library professional categories. Divisions of specialist/library professional appropriate to the library are:

PERSONNEL RESOURCE CATEGORIES (continued)

2. Specialist/library professional (continued)

   - Librarian: An exempt or professional employee who has met the requirements for employment by a given state for the classification of certified librarian, and who typically is employed in library science functions, such as cataloging, reference, etc. Librarians who are also subject specialists are included in this category. (5)* Exclude from this category head librarians, library directors, and others who function largely as administrators rather than librarians.

   - Media professional: An exempt or professional employee who has been trained in educational media and their utilization and is professionally recognized as a media specialist or media generalist, and who typically is employed in media-related library services, such as curriculum development, instruction, production, processing media, and organizing and accessing media holdings.

   - Subject specialist: An exempt or professional employee who has academic preparation in a subject field or language, usually beyond a Bachelor's degree, and is employed in collection development, specialized reference services and/or bibliographic services in his/her field. Librarians who are subject specialists are included under Librarian above.

   - Other professional: An exempt or professional employee who, though not a librarian or media professional, is in a position normally requiring at least a Bachelor's degree (e.g., curators, archivists, computer specialists, information and system specialists). (18)*

3. Technical employee: Includes employees who exercise specialized knowledge and skills of the type normally acquired in postsecondary education programs that do not lead to a Bachelor's degree, but that do lead to recognition of completion of a planned and sequential program. While these skills normally are acquired in formal education programs, incumbents may have acquired them through experience also. This category is restricted to FLSA nonexempt employees (if the library is covered by FLSA). Also called paraprofessionals. Divisions of technical employees appropriate to library employees include:

   - Library technician: Skilled nonexempt or paraprofessional employee who, by virtue of training or education, performs technical tasks such as preliminary bibliographic searching, serials processing, and limited cataloging. Also called library assistant, library paraprofessional, and library technical assistant.

   - Media technician: Skilled nonexempt or paraprofessional employee who, by virtue of training or education, performs technical tasks associated with media, such as graphics production and display, information and materials processing, photographic production, operation and maintenance of audiovisual equipment, or television equipment, and installation of systems components. (15)*

PERSONNEL RESOURCE CATEGORIES (continued)

3. Technical employee (continued)

   - Other technician: Other skilled nonexempt or paraprofessional employees of the library such as computer operators, bookkeepers, etc.

4. Office/clerical employee: Includes employees who perform clerical and secretarial duties. Office/clerical employees in the library may be defined as:

   - Secretarial/clerical employee: Nonexempt employees normally performing activities concerned with preparing, transferring, transcribing, systematizing, or filing written communication. (16)* Such employees may also assist in technical activities.

   - Page/student assistant/shelver: Nonexempt employee normally conducting either clerical or support tasks such as reshelving, card production, etc., and who typically receives a wage.

5. Service employee: Includes employees assigned to activities requiring only a limited amount of previously acquired skills and knowledge. It includes such employees as custodians, groundskeepers, security guards, food service employees, drivers, messengers, and so forth. Only employees paid directly from the library's payroll should be considered.

PHONODISC: See Audiodisc under MATERIALS FORMAT.

PHONOGRAPH RECORD: See Audiodisc under MATERIALS FORMAT.

PHOTOGRAPHIC DEVICE: See EQUIPMENT TYPES.

PHYSICAL PLANT: See Assets under FINANCIAL RESOURCES and/or Plant and logistical services under PROGRAMMATIC ACTIVITIES.

PHYSICAL PROCESSING: Activities related to the preparation of an item for the shelf including jacketing, affixing labels, pockets, and necessary stamps. This process may also include accessioning.

PHYSICAL PROCESSING SERVICES: See Collection maintenance services under PROGRAMMATIC ACTIVITIES.

PHYSICAL UNIT: See COLLECTION COUNTS.

PICTORIAL REPRESENTATION: See MATERIALS FORMAT.

PICTURE: See Pictorial representation under MATERIALS FORMAT.

PLANT ASSETS: See Assets under FINANCIAL RESOURCES.

PLANT MAINTENANCE: See Logistical and physical plant operations under PROGRAMMATIC ACTIVITIES.

PLEDGES RECEIVABLE: See Assets under FINANCIAL RESOURCES.

PRECATALOGED MATERIAL: See Derived cataloging under CATALOGING ACTIVITY.

PREDOMINANT CALENDAR SYSTEM: The method by which the institution or school structures most of its courses or programs for the calendar year. See also ACADEMIC YEAR and/or SCHOOL YEAR. The following systems are typical of both academic and school institutions:

1. Single term: A regular school term containing no major subdivisions of time.
2. Quarter: The quarter calendar consists of three quarters with about twelve weeks for each quarter of instruction. There may be an additional quarter in the summer.
3. Semester: The semester calendar consists of two semesters during the typical academic or school year with about sixteen weeks for each semester of instruction. There may be an additional summer session.
4. Trimester: The trimester calendar is composed of three terms with about fifteen weeks for each term of instruction.
5. 4-1-4 plan: The 4-1-4 calendar is composed of four courses taken for four months, one course taken for one month, and four courses taken for four months. There may be an additional summer session.
6. Other division: A calendar divided into other than the above-noted periods.

PREPARATION: See Physical processing services under PROGRAMMATIC ACTIVITIES.

PRESERVATION: See COLLECTION RESOURCES MAINTENANCE ACTIVITY.

PRIMARY SERVICE AREA: See PUBLIC LIBRARY PRIMARY SERVICE AREA.

PRINT AND PRINT FACSIMILE: Materials which originate from print or printed materials and which are considered textual in nature. Included in this category are books, periodicals, newspapers. Also included are printed materials which have been reproduced on microform. Other mediums such as audiovisual materials, nonprint kits, maps, and three-dimensional materials are excluded. See also MATERIALS FORMAT and/or NONPRINT MATERIALS.

PRINT (OR PRINTED) MATERIALS: See MATERIALS FORMAT.

PRINTER/COPIER/DUPLICATOR: See Graphic or reproduction device under EQUIPMENT TYPES.

PRINTOUT: See Computer printout under MATERIALS FORMAT.

PRIVATE GIFTS, GRANTS, AND CONTRACTS: See CONTRIBUTED MATERIALS and/or CURRENT-FUND REVENUE CATEGORIES.

PROCESSING: See PHYSICAL PROCESSING.

PRODUCTIVITY: See Performance measures under PROGRAM MEASURES.

PROFESSIONAL DEGREE: See First professional degree under HIGHEST DEGREE OFFERED/OBTAINED.

PROFESSIONAL DIVISION: See Graduate/professional division under ACADEMIC COURSE LEVEL.

PROFESSIONAL STAFF: See PERSONNEL RESOURCE CATEGORIES.

PROGRAM MEASURES: The data and data combinations which describe and evaluate the programmatic activities of the library. Categories of program measures include:

1. Financial measures: The income sources, levels of income, and expenditures associated with a program. See also CURRENT-FUND REVENUE CATEGORIES and/or Program expenditures (direct costs) under EXPENDITURE CATEGORIES AND TRANSFERS.

2. Personnel measures: The types, levels, numbers, and service months of personnel associated with a program. See also EMPLOYEE COUNTS and/or PERSONNEL RESOURCE CATEGORIES.

3. Facility measures: The type and area of space associated with a program, along with the equipment and types of facilities devoted to, or accessed by, a program. See also EQUIPMENT TYPES and/or ROOM USE CATEGORIES.

4. Activity measures: Descriptors and quantitative assessment of the types of tasks, functions, or transactions conducted with any of the programmatic activities. Specifically the type and quantity of services, products, or output generated by a program. Measures of activity vary with the types of activity under examination. Generally, the following types of measures are appropriate:

   - Number of transactions: The sum of similar discrete activities or transactions conducted within the program, e.g., number of circulation transactions.

   - Transaction duration: The time in which one or more employees are involved in the processing of a transaction. This is distinguished from person time where the time of each employee would be considered, and distinguished from lag time where both transaction duration and waiting time would be considered. Typically, transaction duration is most appropriate for short-term transactions, e.g., directional transactions.

   - Lag time: Lag time of a transaction is considered to be the elapsed time (in minutes, hours, or days) from the inception of the transaction to the completion of the transaction. An example would be the time an item is in cataloging, from receipt to completion of final cataloging. Include time in which no effort is expended on the transaction, but in which the transaction is still uncompleted (e.g., waiting time).

PROGRAM MEASURES (continued)

4. Activity measures (continued)

   - Activity rate: The number of transactions processed during a specific time frame, e.g., circulation transactions per hour. This measure is based on actual or observed, rather than capacity, rate.

   - Person time: The employee time devoted to the transaction or activity. Only that time in which the employee is actually working on the transaction or activity should be considered. If two or more employees are involved simultaneously on the same transaction or activity, the time of each should be considered.

   - Labor cost: The compensation (salary and fringe benefits) expended on processing the transaction, or conducting the activity based upon the person time and the individual employees of the library involved in processing the transaction or conducting the activity.

5. User measures: The type and level of use made of the program, and the type of user who benefits from the activity of a program.

6. Performance measures: The degree to which a program meets its measurable object. Criteria of importance in the consideration of performance are:

   - Policy effectiveness: The degree to which policies maintained or enforced by the library meet the objectives of those policies, and contribute to the overall performance of the library.

   - Resource effectiveness: The degree to which the library is able to obtain necessary resources in order to conduct and improve the operations of the library and meet the objectives of the program.

   - Work environment/staff morale: The degree to which the working environment and factors contributing to staff morale and general well-being are sufficient to produce an atmosphere in which staff productivity and programs are benefited.

   - Staff competence: The degree to which the education, experience, work habits, and attitudes of employees contribute to the overall goals of the library and individual objectives of the program; and the degree to which these personnel resources are well distributed across the programs of the library.

   - Operations effectiveness: The degree to which the operations of the library and the activities of the program contribute to the goals and objectives of the library and to the satisfaction of the library user.

   - Productivity: The levels of activity produced for the resources invested or expended in the program.

PROGRAM MEASURES (continued)

6. Performance measures (continued)

   - Timeliness: The relative length of time, lag time, or transaction duration of activities, and the degree to which these contribute to overall attainment of the objectives of the program and to the satisfaction of the library user.

   - Accuracy: The relative accuracy of activities, records, and transactions, as this accuracy contributes to the objectives of the program and to the satisfaction of the library user.

7. Outcome measures: The impact(s) or result(s) of a program or the activities of a program upon the user, the environment, or the resources of the library.

PROGRAMMATIC ACTIVITIES: A set of activities undertaken for a particular purpose(s) requiring a set of resources to accomplish a desired outcome(s). Major categories of programmatic activities are:

1. Cultural, educational, and information services: Those activities related to the provision of information either formally through instruction or upon request by the library's clientele. Included in this category are reference services, directional services, research and analysis, community referral, outreach programs, and other activities related to the provision, enhancement, or interpretation of information.

   A further refinement of cultural, educational, and information services that may be appropriate for some libraries includes the following:

   - Information services: Those activities related to the provision of services and aids for the identification and location of documents and information requested by the library's clientele. Included in this category are online reference services, selective dissemination of information, processing reference and information queries, maintenance of reference collections, production of bibliographies for specific subjects, information packaging full-text retrieval, directional and community referral services, research and analysis, client-in-situation, advocacy activity, and indexing and abstracting. These services may be further subdivided into the following categories:

     - Machine-assisted reference services: Those activities related to computer-based information services and the associated activities including computerized search services.

     - Readers and research advisory services: Those activities related to the provision of assistance, consultation, recommendation, and direction to users in reading or research, and in the instruction of the library to assist the user in upgrading library skills.

PROGRAMMATIC ACTIVITIES (continued)

1. Cultural, educational, and information services (continued)

- Information services (continued)

  - Referral services: Those services related to the provision of information about the community, community activities, and community services or agencies. Such services typically entail the determination of user needs and appropriate agency information. Also included in this category are activities related to advocacy and counseling.

  - Research and analysis services: The services devoted to the provision and interpretation of information, consolidation and analysis of data or information from a variety of sources, and independent research. Such activities require extensive interpretation, synthesis, and analysis of information from both primary and secondary sources.

  - Selective dissemination of information services: Activities related to the gathering and distribution of information about a specific topic and to a particular audience. Typically, such activities are conducted on a regular basis, and are directed toward the specific interests or specifications of the library's user groups.

  - Other information services: Activities or information services not defined above.

- Cultural, recreational, and educational services: Those activities carried out for the express purpose of eliciting some measure of "educational change" in a learner or group of learners. Included in this category are the credit and noncredit courses or programs offered by the library, such as "right-to-read" programs, community awareness programs, film series, children's story hours, and lectures which may or may not be related to the facilitation of library use. Library tours and instruction in the use of the library or library materials are included in this category. Involvement by library employees in the teaching process of the parent organization should also be included here. Media production which supports the cultural, recreational, or instructional activities of the library are also included.

  Cultural, recreational, and educational services may be further subdivided to reflect:

  - General education programs: Those activities carried out for the express purpose of eliciting some measure of "educational change" in a group of learners, except those activities which are informal in nature. Included in this program are the credit and noncredit courses or programs offered by the library in a structured learning environment, such as "right-to-read" programs, research methodology, and special topical courses. Only

PROGRAMMATIC ACTIVITIES (continued)

1. Cultural, educational, and information services (continued)

   - Cultural, recreational, and educational services (continued)

     - General education programs (continued)

       those formal instructional activities conducted by the library, or members of the library staff, should be included in this category. Other programs, though intended to produce an "educational change" in their audience, which are informal, unstructured, or not presented as an instructional program (e.g., library tours, storybook hours) should be categorized as special services below.

     - Cultural events/programs: Those activities intended to provide intellectual and cultural experiences for the public or the library's user group outside of general education programs and supplemental to those received as part of a formal instructional process. Examples of such events include visiting artist/concert series, lecture series, music activities, art exhibitions, concerts, films, and exhibits.

     - Special services: Those activities intended to provide cultural, educational, or recreational experiences for the library's user group in noninstructional environments. Such activities include library tours, storybook hours, and other special service programs.

     - Other cultural, recreational, and educational services: Those cultural, recreational, and educational activities not identified above.

2. Resource distribution services: Those activities related to the provision of library materials to the library's clientele and to other libraries. Those activities included in this category are assistance (or facilitation) in circulation services, reserve services, nonprint or media distribution, inter- and intra-library loan services, messenger services, and equipment rental and loan services. Also included in this category are computer services in support of circulation and interlibrary loan. Activities related to the control and distribution of library services are included. Similar services provided within special collections and at branch libraries should also be considered a part of resource distribution.

   A further breakdown of resource distribution that may be appropriate for some libraries includes the following:

PROGRAMMATIC ACTIVITIES (continued)

2. Resource distribution services (continued)

- Circulation services: Those activities related to the physical control and circulation of library materials. Also included in this category are lending library resources to direct borrowers from general, special, or reserve collections; maintaining loan records; monitoring and collecting overdues; renewing materials, reshelving materials; equipment rental and loan for use in reading or viewing library materials; copying services provided to users; and media distribution services.

  Circulation services may be additionally refined to reflect the following categories of activities:

  - Equipment distribution services: Those activities related to the physical control and circulation of the library's equipment resources to user groups. Also included are related activities such as maintaining loan records, collection of fees (if applicable) and fines related to the distribution of equipment, and general control functions related to equipment distribution.

  - General circulation services: Those activities related to the physical control and circulation of the library's general collection. Also included are supportive activities of general circulation such as maintaining loan records, monitoring and collecting overdues, renewing materials, and reshelving materials from the general library collection.

  - Media distribution services: Those activities related to dial access for user groups, computer-aided instruction, closed-circuit television, the distribution of nonprint materials from the collection, and maintaining appropriate records and control of materials in circulation. This category only includes those activities related to special audiovisual or media distribution centers maintained by the library, and should not include those activities considered a part of the general circulation services. Include related activities such as storage, scheduling, delivery, maintenance, and inventory control.

  - Reserve services: Activities related to the physical control and circulation of materials from the library reserve collection. Also included are supportive activities such as developing reserve lists, removing reserve materials from the general collection, maintaining loan records for reserve materials, renewing reserve materials, and returning materials from reserve collections to the general collection when necessary.

  - Other circulation services: Those activities related to circulation not defined and specified above.

PROGRAMMATIC ACTIVITIES (continued)

2. Resource distribution services (continued)

   - Interinstitutional exchange and delivery services: Those activities related to the borrowing or lending of materials to other libraries. Specifically included activities are interlibrary loan and messenger services, record maintenance and accounting activities associated with interlibrary transactions, bulk loans to other libraries (excluding branches of the reporting library), and photocopying and reproducing materials for purposes of providing materials to another library in lieu of lending originals. Excluded from this category are messenger services employed primarily for purposes of interbranch transactions, which are included in plant and logistical services; and gifts and exchange services associated with materials acquisition services.

     Interinstitutional exchange and delivery services may be further refined to reflect the following:

     - Interlibrary loan services: Those activities related to the physical control, circulation, and maintenance of related records for interlibrary loan lending and borrowing activities. Supportive activities such as verification, interlibrary loan switching, location identification, and so forth should be also included in this category.

     - Interlibrary delivery services: Those activities related to the delivery of materials from one library to another which are unrelated.

     - Other interinstitutional exchange and delivery services: Any interinstitutional exchange and loan services not identified nor defined above.

3. Collection development services: Those activities related to the selection of materials for the library, the determination and coordination of collection development policy, and the screening and evaluation of available materials and user requirements. Included in this category are user needs assessment and collection use studies, preparation of "want" lists, and weeding. Also included is planned coordination between materials and activity of the parent organization.

4. Technical services: Those activities related to the provision of materials acquisition, organization, and preparation services. Included in this category are acquisition services, cataloging, periodicals control, binding services, and computer services in support of these functions.

PROGRAMMATIC ACTIVITIES (continued)

4. Technical services (continued)

A further refinement of technical services that may be appropriate for some libraries includes the following:

- Materials acquisition services: Those activities related to obtaining materials by purchase, exchange, or gift, together with the maintenance of the necessary records of these additions. Also included are those activities related to the identification and verification of orders and titles. (5)*

  Materials acquisition services may be further refined to reflect the following:

  - Ordering services: Those activities related to the purchase or acquisition of items from the publisher or elsewhere pursuant to the request, and the maintenance of related records. Supportive activities such as fund accounting, processing payments, and claiming may also be involved.

  - Searching and verification services: Those activities related to determining publisher and other information necessary for purchase of materials, verification of such information, and verification that materials are not in the collection nor on order. Such activities may also provide precataloging information.

  - Other materials acquisition services: Any activities not identified and defined above.

- Materials organization and control services: Those activities related to the organization and bibliographic control of library materials. Included in this category are cataloging services, serials check-in, catalog production, catalog maintenance, and filing into catalogs.

  Materials organization and control services may be refined to reflect the following:

  - Cataloging services: Those activities related to the classification, description, and preparation of necessary entries for the catalog of materials intended for the library collection.

  - Catalog maintenance and production services: The production of records for the catalog, the maintenance (e.g., corrections, replacements, etc.) of records in the catalog, and interfiling of records into the catalog.

  - Serials control services: Those activities related to the processing and control of serials for the library collection. Associated activities may include the claiming of periodicals and the preparation of periodicals for binding.

PROGRAMMATIC ACTIVITIES (continued)

4. Technical services (continued)

- Materials organization and control services (continued)

  - Other materials organization and control services: Any activities not identified and defined above.

- Collection maintenance services: Those activities related to the maintenance and preparation of materials for general library use and distribution. Included in this category are conservation activities, physical processing of materials, and stack maintenance. Include here media production if materials are intended to augment the collection. Otherwise, media production should be considered under cultural, recreational, and educational services.

  Collection maintenance services may be further refined to reflect the following categories of activities:

  - Collection resources maintenance services: Those activities necessary or useful to the preservation of the library's collection. This category includes binding, mending, preservation, and conversion of the materials in the collection in order to ensure continued usefulness.

  - Physical processing services: Those activities related to the preparation of an item for the shelf including jacketing, affixing labels, pockets, and necessary stamps. Such activity may also include accessioning.

  - Stack maintenance services: Those activities related to the shelving and control of the collection not in general circulation. Associated activities may include shifting shelves, reshelving items into the collection, and shelf reading.

  - Other collection maintenance activities: Any collection maintenance activities not identified or defined above.

5. Administrative services and administrative support services: Those activities related to the provision of general administrative services for the operation of the library. Those specific services included in this functional area are personnel administration and coordination, public relations and development, fiscal management, planning, program management, publications, advertising, personnel development, and plant and logistical services. Computing support for general library activities and administrative functions should be included in this category. Excluded are those computer services in support of information, resource distribution, or technical services.

PROGRAMMATIC ACTIVITIES (continued)

5. Administrative services and administrative support services (continued)

Refinements appropriate within this category are:

- Coordinative and leadership activities: Those activities related to the improvement of library resources and to the improvement of the organization or entity of which the library is a part. Included in this category are those activities related to long-term library development, contribution to the institutional goals of the organization of which the library is a part, and participation by the library or library employees in long-range development of resources within the library community (e.g., network advisory boards, library planning groups, faculty councils, etc.).

  Coordinative and leadership activities may further be refined to include the following:

  - Planning and program development: Those activities related to the overall library planning and design functions carried out in support of the parent organization, or the general performance of the library. Include here cooperative planning with other libraries or with other units. Also included in this category is curriculum development.

  - Liaison activities: Those activities conducted to maintain or enhance relationships with the parent organization, the community, governmental entities, the library community in general, as well as those activities carried out to support library fund raising and development efforts. Include also activities intended to strengthen the library's relationship with other organizations, agencies, or units.

  - Public relations and development: Those activities designed to enhance the library's image to user groups, funders, or the parent organization. Include those activities designed to communicate general information about the activities, goals, and objectives of the library to various audiences. Newsletters, news releases, public-opinion surveys, and the like should be included.

  - Other coordinative and leadership activities: Include here coordinative and leadership activities not identified nor defined above.

- Management services: Those activities related to library fiscal operations, library planning, public relations, and personnel administration and development. Also included are those activities which provide library staff opportunities for increasing their personal and professional growth and development. Included within this category are staff development programs, in-service education programs, professional publishing, and sabbatical leaves.

PROGRAMMATIC ACTIVITIES (continued)

5. Administrative services and administrative support services (continued)

- Management services (continued)

  Management services may be further refined to reflect:

  - Financial management and operations: This subprogram consists of those activities related to the day-to-day financial management and fiscal operations of the library. This includes control and accounting of the library, disbursement of library funds, and the fiscal management of contracts and grants held by the library.

  - Health, safety, and security services: Those activities related to the environmental well-being and security of the library, library employees, or library users. Such activities include police protection, collection security, theft controls, general liability insurance, and the enforcement of policies regarding library use.

  - Personnel services: Those activities related to the recruitment and hiring of library personnel, the administration of employee programs, and the development of library personnel. Include affirmative action duties, personnel administration, labor relations and negotiating activities, staff development activities, recruiting, administration of insurance and retirement programs, and maintenance of personnel records.

  - Other management services: Other management activities not identified nor defined above.

- Logistical and physical plant operations: Those activities related to the provision of general support activities to the library. Included are activities relating to building maintenance, custodial services, utilities, landscape and ground maintenance, major repairs and renovation, construction planning, bookmobile maintenance, parking, procurement, shipping, and interbranch messenger services.

  Logistical and physical plant operations may be further refined to:

  - Logistical services: Those activities related to facilities planning, room scheduling, space allocation, facilities records, procurement of other than library collection materials, transportation and motor-pool services, maintenance of bookmobiles and communication services (e.g., mail room services, telephone and telegraph services, etc.), and copying services other than those services provided to user groups.

PROGRAMMATIC ACTIVITIES (continued)

5. Administrative services and administrative support services (continued)

   - Logistical and physical plant operations (continued)

     - Physical plant operations: Those activities related to maintaining the existing grounds and facilities, providing utility services, and planning and designing future plant expansions and modification. The actual capital expenditures used for plant expenditures and modification should not be classified in the programmatic classification.

PROGRAMMATIC MEASURES: See PROGRAM MEASURES.

PROJECTED OR MAGNIFIED MATERIAL: See MATERIALS FORMAT.

PROJECTING OR MAGNIFYING DEVICE: See EQUIPMENT TYPES.

PUBLIC CATALOG: A list of any format, arranged in an established order which records and describes the resources of the library and which is generally available to the library's clientele. (5)* Exclude union catalogs.

PUBLIC LIBRARY: A library that serves all residents of a given community, district, or region, and receives its financial support, in whole or part, from public funds. Public libraries make their basic collections and basic services available to the primary population served, without additional charges to individual users. Products and services beyond the library's basic services may or may not be provided to the public on a cost-recovery or fee basis. Individual charges may be assessed from library users outside the primary target population of the library. In addition to the tax-supported municipal, county, and regional public libraries, this definition includes privately- and Federally-controlled libraries which render, without charge, general library services to the community. (5)*

Public libraries may be further categorized by the size of community in which they reside:

1. Public library in an urban community: A public library serving a community with a population of 2,500 or more. For certain purposes, these communities may be further categorized into:

   - Urban community with a population of less than 10,000
   - Urban community with a population of 10,000 to 24,999
   - Urban community with a population of 25,000 to 49,999
   - Urban community with a population of 50,000 to 99,999
   - Urban community with a population of 100,000 to 249,999
   - Urban community with a population of 250,000 to 499,999

PUBLIC LIBRARY (continued)

1. Public library in an urban community (continued)
    - Urban community with a population of 500,000 to 999,999
    - Urban community with a population of 1,000,000 or more
2. Public library in a rural community: A public library serving a population located or dispersed farmlands, or in hamlets or villages of less than 2,500 persons. A rural community may be further characterized as:
    - Rural-farm community
    - Rural-nonfarm community

PUBLIC LIBRARY PRIMARY SERVICE AREA: The geographic area, and the residents thereof, for which the library has been established to offer services and from which (or on behalf of which) the library derives income. Typically, this area would correspond to that from which the library derives its legal identity. (5)* Square miles of the area of service should be inclusive of the area of total population given.

PUBLIC LIBRARY REPORTING-UNIT STRUCTURE: The entity who directly governs the library and its policies. Typically, the library reports directly to this entity, which has direct line responsibility for the library.

1. Library board: A group of appointed or elected officials who directly oversees the library on a continuous and regular basis. Typically, this board's sole function is to oversee public library policies. Also known as Library Board of Directors, Board of Trustees, and Board of Library Trustees. Exclude boards which serve only an advisory role to the library.
2. Board or council: A group of appointed or elected officials who directly oversees the legal entity of which the library is a part. Examples are City Council, Board of Supervisors, the Legislature.
3. Official director of the legal entity of which the library is a part: The elected or appointed official of the legal entity (i.e, city, county, state, etc.) which oversees the policies and activities of that legal entity. Examples of these positions are Mayor, Governor, City Manager.
4. Divisional chief: A person who is normally considered a department chief, division chief, or division director. Examples would be Director of Social Services, Secretary of Education, etc.
5. State library agency: The state organization existing to extend and improve library services in the state.
6. Federal agency: An agency funded and controlled by the Federal government. Inlcude here libraries serving as public libraries on military bases and overseas installations.

PUBLIC LIBRARY REPORTING-UNIT STRUCTURE (continued)

7. Other reporting-unit structure: A governing body other than the above named or defined entities.

PUBLIC LIBRARY TARGET GROUP: The constituency whom the public library is intended to serve. Public library target groups can be categorized in the following manners:

1. Age ranges
2. Sex
3. Race/ethnic identification
4. Handicap category
5. Language proficiency
6. Disadvantage status
7. Educational attainment (of the adult population)
8. Employment categories (of the adult population): Employed persons are taken to be all civilians 16 years old and over who were either (a) "at work"--those who did any work at all as paid employees or in their own business profession, or on their own farm, or who worked 15 hours or more during the reference week as unpaid workers on a family farm or in a family business; or (b) were "with a job but not at work"--those who did not work during the reference week but had jobs of business from which they were temporarily absent due to illness, bad weather, industrial dispute, vacation, or other personal reasons. Excluded from the employed are persons whose activity consisted of work around the house or volunteer work for religious, charitable, and similar organizations, Typically, employed persons are divided into the following categories:
   - Professional and business workers (including managers and administrators)
   - Sales and service workers
   - Manual workers
   - Service and household workers
9. Family income: Family income represents the wages and earnings of all members of a family for the previous year. Family income includes gross wages and salaries, net self-employment income, retirement income, public assistance or welfare, and all other income. Family income does not include value of in-kind income, withdrawal of bank deposits, money borrowed, tax refunds, money received from sale of property (unless the individual is in real estate business), exchange of money in the same household, gifts and lump sum inheritances, insurance payments and other lump sum receipts. The data

PUBLIC LIBRARY TARGET GROUP (continued)

9. Family income (continued)

for the 1970 census of family income was based on a sample of 20 percent of households. The following income ranges are used in this handbook:

- Under $1,000
- $1,000 to $4,999
- $5,000 to $9,999
- $10,000 to $14,999
- $15,000 to $24,999
- $25,000 to $49,999
- $50,000 and above

PUBLIC LIBRARY USER DIVISIONS: Collections and related services specifically established for a subset of the library's clientele. These may be based either upon subject interests or age groupings. The following user divisions are based on age groupings.

1. Adult services: The collection and related services established for adult clientele, typically over the age of 17.

2. Young adult services: The collection and related services established especially for (but not exclusive to nor inclusive of) persons between and including the ages of 14 and 17 years.

3. Children's services: The collection and related services established especially for (but no exclusive to nor inclusive of) persons under the age of 14.

PUBLIC LIBRARY USER GROUP: Those persons, either within the library's target group, or other, who actually use the library's services and resources. Types of public library user groups correspond to target groups, and may also include other descriptors to accommodate nontarget group users.

PUBLIC SERVICES: See Cultural, educational, and information services and/or Resource distribution under PROGRAMMATIC ACTIVITIES.

PUBLISHER'S AND BOOK TRADE LIST: See REFERENCE COLLECTION.

PURCHASE ORDER: A written, typewritten, or computer-produced order placed with a vendor or publisher for materials available for purchase. Information included on a purchase order usually includes title, author, publisher, the standard item identifier (i.e., ISBN or ISSN), a vendor's control number, and price. See also APPROVAL PLAN and/or BLANKET PURCHASE ORDER.

Q

QUARTER: See PREDOMINANT CALENDAR SYSTEM.

R

RACE/ETHNIC IDENTIFICATION: Categorization of individuals according to the race/ethnic categories to which they belong, are regarded by the community as belonging, or categorize themselves as belonging.

This concept of race/ethnic identification and the following categories are those used by the U.S. Office for Civil Rights, the Equal Employment Opportunity Commission, and other Federal agencies in conformity with recommendations by the Office of Management and Budget (OMB) Ad Hoc Committee on Race/Ethnic Categories in 1976. The categories are as follows:

1. Hispanic: A person of Mexican, Puerto Rican, Cuban, Central or South American, or other Spanish culture or origin, regardless of race.
2. Nonhispanic, white: A person having origins in any of the original peoples of Europe, North Africa, or the Middle East.
3. Nonhispanic, black: A person having origins in any of the black racial groups of Africa.
4. American Indian or Alaskan native: A person having origins in any of the original peoples of North America and maintaining cultural identification through tribal affiliation or community recognition.
5. Asian or Pacific Islander: A person having origins in any of the original peoples of the Far East, Southeast Asia, the Indian Subcontinent, or the Pacific Islands. This area includes, for example, China, Japan, Korea, the Philippine Islands, and Samoa.

Non-U.S. citizens are to be reported as follows:

- For target group reporting, nonresident aliens (those individuals who have not been admitted to the United States for permanent residence) are reported only as totals and are not identified by race/ethnic categories.
- For employee reporting, foreign nationals are reported separately as well as included with statistics reported for full-time staff by occupational activity and are identified by race/ethnic category.

READER: See Microform reader or reader/printer under EQUIPMENT TYPES.

READER/PRINTER: See Microform reader or reader/printer under EQUIPMENT TYPES.

READERS AND RESEARCH ADVISORY SERVICES: See Information services under PROGRAMMATIC ACTIVITIES.

READERS OR RESEARCH ADVISORY TRANSACTION: See Reference transaction under INFORMATION CONTACT.

READING/STUDY ROOM: See *Study facility* under ROOM USE CATEGORIES.

READY REFERENCE COLLECTION: See *Reference collection* under COLLECTION CATEGORIES.

REALIA: See *Three-dimensional material* under MATERIALS FORMAT.

REBINDING: See *Binding and rebinding* under COLLECTION RESOURCES MAINTENANCE ACTIVITY.

RECATALOGING: See CATALOGING ACTIVITY.

RECEIPTS: See CURRENT-FUND REVENUE CATEGORIES.

RECLASSIFICATION: See *Reclassification* under CATALOGING ACTIVITY.

REFERENCE: See CROSS-REFERENCE and/or *Information services* under PROGRAMMATIC ACTIVITIES.

REFERENCE COLLECTION: A collection of books and other materials in a library useful for supplying information, kept together for convenience, and generally not allowed to circulate. See also COLLECTION CATEGORIES. The following categories of materials in reference collections are irrespective of materials format.

1. *Publisher's and book trade list*: A publication issued by publishers, bookdealers, individually, or collectively, describing their publications, and sometimes including a price list. This category includes book trade catalogs, monthly catalogs from the Superintendent of Documents, and so forth. It also includes nonpublisher related lists such as *Books-in-Print*.

2. *Index*: An array of references (in any medium or format) to topics, names, or titles in books and periodicals, or to reports, patents, and other nonbook materials.

3. *Abstracts*: Factual summaries giving significant content of units of publication (e.g., scientific or scholarly papers, technical reports, patents). As a reference collection category, abstracts typically contain summaries of several works concerning a particular subject or area of learning and accompany citations referring to the original publications. (5)*

4. *Bibliography*: A list of sources of information or of references to the library materials organized for a particular use or relating to a particular subject. (5) See also TOPIC OF BIBLIOGRAPHY OR SPECIAL CATALOG.

5. *Catalog*: A list of books, maps, etc., arranged according to some definite plan. As distinguished from a bibliography and from a publisher's or book trade list, it is a list which records, describes and indexes the resources of a collection, a library or a group of libraries. This category excludes the public catalog of the library used by the library's clientele to locate materials in the library.

REFERENCE COLLECTION (continued)

6. Fact-finding sources: This category includes those reference collection materials which are most often used to locate a particular fact or set of facts about a particular topic. This category includes (although not exclusively) almanacs, encyclopedias, dictionaries, and statistical and mathematical tables.

7. Other reference collection material: This category includes other material not listed or defined in the above categories. Included within this category are college and university announcements, atlases, and telephone books.

REFERENCE FILES: See Reference collection under COLLECTION CATEGORIES.

REFERENCE TRANSACTION: See INFORMATION CONTACT.

REFERRAL SERVICES: See Information services under PROGRAMMATIC ACTIVITIES.

REFERRAL TRANSACTION: See Reference transaction under INFORMATION CONTACT.

REIMBURSED SERVICES: Services which the library provides to the user or to other libraries on either a partial cost-recovery basis, or through subsidy. This category should include only those services which could not be provided without such reimbursement to the library. See also Generated income under CURRENT-FUND REVENUE CATEGORIES.

RENEWAL TRANSACTION: The act of extending a circulation transaction for a period of time beyond that of the original loan period. A renewal transaction applies equally to general circulation transactions, reserve circulation transactions, and equipment circulation transactions.

RENTAL COLLECTION: A group of selected books that are circulated for a small fee. (1) See also LEASED COLLECTION.

REPRODUCED FORMAT: See Filled request under INTERLIBRARY LOAN LENDING ACTIVITY.

REPRODUCTION DEVICE: See Graphic and reproduction device under EQUIPMENT TYPES.

REQUEST FILLED WITHIN USER SPECIFIED TIME: See INTERLIBRARY LOAN BORROWING ACTIVITY.

RESEARCH ADVISORY: See Readers or research advisory transaction under INFORMATION CONTACT.

RESEARCH AND ANALYSIS SERVICES: See Information services under PROGRAMMATIC ACTIVITIES.

RESEARCH AND ANALYSIS TRANSACTION: See Reference transaction under INFORMATION CONTACT.

RESEARCH/INSTRUCTION EMPLOYEE: Includes all employees of the parent organization who customarily receive assignments for the purposes of research and/or instruction. In describing these individuals as members of the library's target group or user group, the following descriptors are of importance:

1. Discipline/subject matter of the research and/or instruction: An indicator of the major subject areas of importance to the individual as it relates to his or her occupation.

2. Level of research involvement: An indicator of the individual's participation in research activities. This is of particular importance in describing faculty members who may largely be involved in instructional rather than research activities.

RESERVE CIRCULATION TRANSACTION: See CIRCULATION TRANSACTION.

RESERVE COLLECTION: See COLLECTION CATEGORIES.

RESERVE SERVICES: See Circulation services under PROGRAMMATIC ACTIVITIES.

RESHELVED VOLUMES: See NONCIRCULATED VOLUMES RESHELVED.

RESOURCE DISTRIBUTION SERVICES: See PROGRAMMATIC ACTIVITIES.

RESOURCE SHARING: See CONSORTIUM, NETWORK, AND/OR COOPERATIVE ENDEAVOR.

RESTRICTED FUNDS: See REVENUE RESTRICTION CATEGORIES.

REVENUE RESTRICTION CATEGORIES:

1. Unrestricted funds: Revenues received by the library or institution of which the library is a part without stipulation regarding purpose by the source, and may be expended at the discretion of the management. This category applies equally to undesignated and designated funds.

2. Restricted funds: Revenues received by the library or the parent institution with the stipulation that such funds be used for the purpose specified by the donor (source).

REVENUES: See CURRENT-FUND REVENUE CATEGORIES.

ROOM USE CATEGORIES: Standard groups of institution areas described by primary use.

1. Classroom facility: A room used by classes that does not require special-purpose equipment for student use.

2. Laboratory facility: A room that requires special purpose equipment for student or research purposes.

3. Office facility: A room used by library employees working at a desk or table.

ROOM USE CATEGORIES (continued)

4. Study facility: A room used by individuals to study, or a room used to store books. Included in this category are:

   - Reading/study room: A room used by individuals to study books or nonprint materials. Included are reading rooms, carrels, study rooms, individual study stations, and similar rooms intended for general study purposes.

   - Stack: A room (or a portion of a room) used to provide shelving for library materials. Exclude off-site storage facility classed as a support facility below.

   - Open stack/reading room: A room that is a combination of a reading room and stack.

   - User information area: A room or portion of a room that serves a reading/study room, stack, or open stack/reading room as a supporting service to such areas. Included are areas which house card catalogs, circulation desks, reference desks, and information area.

5. Special use facility: A room set aside for special purposes. This includes rooms used for the production and distribution of audio-visual, radio, and TV materials and for the operation of equipment for the communication of these materials.

6. General use facility: A room used for assembly, exhibition, food-service area, lounge, merchandising, recreation, meeting, or locker room, or a room that directly services such facilities.

7. Support facility: A room used for data processing/computer, repair and maintenance of products, storage of materials or vehicles, or rooms servicing such areas. For some purposes, it may be useful to isolate the following:

   - Off-site storage facility: A building or portion thereof devoted to the storage of collection resources and not associated with a service outlet of the library. Usually, such facilities house overflow materials from the library's general collection, and which materials are infrequently used by the library's user group.

8. Unclassified facility: Rooms not assigned, undergoing remodeling or alteration, or not completely finished in construction at the time of the inventory.

S

SALARIES AND WAGES: See Compensation under EXPENDITURE CATEGORIES AND TRANSFERS.

SCHOOL: A school consists of a group of pupils with one or more teachers who give instruction of a defined type in one or more grades, housed in a school plant of one or more buildings or in one or more school plants, and organized as one unit. More than one school may be housed in the same school plant, as in the case where separately organized elementary and secondary grade levels are housed in the same plant; when this occurs, each level is considered as a separate unit, if administered separately. If both elementary and secondary grade levels are administered as a single unit, it should be considered as one school. (22) Types of schools are:

1. Elementary school: A school classified as elementary by state and local practice and composed of any span of grades not above grade 8.

    - One-teacher school: A one-teacher school is a school in which one teacher is employed to teach all grades offered in the school, regardless of the number of rooms in the building. These schools can consist of any grade grouping within grades kindergarten through 8. (22)

    - Middle school: A middle school is a separately organized and administered school usually beginning with grade 5 or 6 or its equivalent and including at least three grades or years. Most middle schools presume, in ultimate plan if not in present reality, a four-year high school for the grades or years which follow, as in a 4-4-4 or a 5-3-4 plan. (22)

    - Other elementary school: Those schools not identified or defined above, regardless of grade span, but not above grade 8. (22)

2. Secondary school: A school comprising any span of grades beginning with the next grade following an elementary or middle school and ending with or below grade 12.

    - Junior high school: A junior high school is a separately organized and administered secondary school between elementary schools and senior high schools, usually including 7, 8, and 9 (as in a 6-3-3 plan) or grades 7 and 8 (as in a 6-2-4 plan). (22)

    - Senior high school: A senior high school is a secondary school offering the final years of high school work necessary for graduation and invariably preceded by a junior high school. Four-year and incomplete high schools are to be included:

        - Four-year senior high school: A four-year high school is a four-year secondary school immediately following the elementary school (as in the 8-4 plan) or a middle school. (22)

SCHOOL (continued)

2. Secondary school (continued)

- Senior high school (continued)

  - Incomplete high school: An incomplete high school is a secondary school which offers less than four years beyond grade 8 and normally ends with grade 11. (22)

- Junior-senior high school: A junior-senior high school is a secondary school which usually includes grades 7 through 12 and is administered as a single unit. Such a school would usually follow a middle or other elementary school with no intermediate school between. (22)

- Vocational technical school: A vocational technical high school is a separately organized school under the direction of an administrator (such as a principal) for the purpose of offering training in one or more skilled or semiskilled trades or occupations. High schools offering vocational/technical as part of a comprehensive program should not be included here. (22)

3. Other school: A school not identified nor defined above. This category includes:

- Combined elementary-secondary school: Include here those schools which serve both elementary and secondary pupils, but which are organized and administered as a single unit and cannot be classified in any of the categories of elementary and secondary schools. (22)

- Special education school for handicapped: Include here only those schools which serve emotionally disturbed and mentally or physically handicapped pupils exclusively. Do not include schools which offer special education along with the regular program. (22)

- Other school: A school not identified nor defined above.

SCHOOL CALENDAR: See PREDOMINANT CALENDAR SYSTEM.

SCHOOL CLASSROOM: See Classroom facility under ROOM USE CATEGORIES.

SCHOOL COMPLETED: See EDUCATIONAL ATTAINMENT.

SCHOOL COMPULSORY ATTENDANCE AGE SPAN: The youngest and oldest ages at which children, youths, and adults normally are required to attend school. (22)* See also SCHOOL PERMISSIVE ATTENDANCE AGE SPAN.

SCHOOL DAY: A school day is that part of the calendar day when school is in session. For some purposes it is useful to determine the number of minutes the school is in operation during the typical school day. (18)*

SCHOOL ENTRANCE REQUIREMENT: See MINIMUM ADMISSIONS REQUIREMENT.

SCHOOL HOURS: See SCHOOL DAY.

SCHOOL LIBRARY/MEDIA CENTER: A library which, as part of its primary mission, supports the curricula needs of and provides its collection, related equipment, and the services of a staff to, students, teachers, and affiliated staff of an elementary, secondary, or combined school. This entity may be alternately called a library, media center, instructional materials center, learning resource center, or combination thereof. School libraries/media centers may be categorized according to the type of school served (see SCHOOL for these distinctions). See also LEARNING RESOURCE CENTER.

SCHOOL LIBRARY/MEDIA CENTER TARGET GROUP: Students, classroom teachers, and other employees and affiliates of the school whom the library is intended to serve. Categories and descriptors of population which are appropriate for library managers to consider include:

1. Pupils: Students receiving formal instruction at the school of which the library is a part. Descriptors appropriate to this category include:

   - Age
   - Handicap category
   - Language proficiency
   - Disadvantage status
   - Migrant
   - Learning disability
   - Gifted or talented

2. Classroom teachers: Teachers for portions of schoolwork of self-contained classes, performing professional activities in guiding and directing the learning experience of pupils in an instructional situation in a particular classroom or classrooms. This category should not include administrators, supervisors, consultants, counselors, librarians, or itinerant teachers. The status (full- or part-time) and the discipline and level of instruction provided are appropriate descriptors of this category. (22)*

3. Other target group: Include here all employees or affiliates of the school eligible for library services and not specified above.

SCHOOL LIBRARY/MEDIA CENTER USER GROUP: Those persons, either within the library's target group, or other, who actually utilize the resources or services of the library. Types of school library/media center user groups correspond to target group descriptors and may also include additional descriptors for nontarget group users.

SCHOOL PERMISSIVE ATTENDANCE AGE SPAN: The youngest and oldest ages at which children, youths, and adults normally are allowed to attend school. (22)* See also SCHOOL COMPULSORY ATTENDANCE AGE SPAN.

SCHOOL REPORTING-UNIT STRUCTURE: The type of organizational unit operating the reporting library and possibly other library/media center units as well. Types of reporting-unit structures include: (22)

1. State Department of Education: The state agency exercising leadership, service, and regulation responsibilities in regard to elementary and secondary public education and such other aspects of education in the state as lie within the legal authority. The term "State Department of Education" is often used interchangeably with the term "State Education Agency," and in this connection includes the State Board of Education, the chief state school officers, and their staffs. (22)

2. Other State Education Agency: An organization other than the State Department of Education, established by law for carrying out a specified part of the educational responsibilities of the state. For example, some states establish a separate organization to administer higher education. (22)

3. Intermediate administrative unit: An administrative unit smaller than the state which exists primarily to provide consultative, advisory, administration, or statistical services to local basic administrative units. This includes intermediate administrative units referred to as county intermediate units or supervisory unions, regional educational units, educational cooperative service units, and boards of cooperative education services. (22)

4. Local public school system: An administrative unit at the local level which exists primarily to operate schools or to contract for schools services (also known as a local education agency [LEA]). Public school systems include common, city, independent, consolidated union community, town, township, jointure, and county-unit school districts; they include districts operating single schools, e.g., area schools for vocational or special education operated by separate boards of education. For reporting purposes, a system of schools operated by a branch of the Federal government--for children such as those residing on Indian reservations, or in U.S. Territories, or for dependents of armed services personnel--is reported under this heading. The local school system may be described further according to type of organization, or according to type of schools operated. (22)*

5. Segment of local public school system: For example, an individual school within the local public school system.

6. Nonpublic system: For example, a system of church-related schools, including a dioscesan school system. (22)

7. Other reporting-unit structure: An administrative unit operating a school other than those described above.

SCHOOL STUDENT COUNTS: The recording and reporting of student data for internal and exchange purposes. The following three types of statistics are needed:

1. School average daily attendance: The aggregate days attendance of a given school during a given reporting period divided by the number of days school is in session during this period. Only days on which the pupils are under the guidance and direction of teachers should be considered as days in session. The reporting period is generally a given regular school term. The average daily attendance for groups of schools having varying lengths of terms is the sum of the average daily attendances obtained for the individual schools. (22)

2. School average daily membership: The aggregate days membership of a given school during a given reporting period divided by the number of days school is in session during this period. Only days on which the pupils are under the guidance and direction of teachers should be considered as days in session. The reporting period is generally a given regular school term. The average daily membership for groups of schools having varying lengths of terms is the sum of the average daily memberships obtained for the individual schools. For purposes of obtaining statistical comparability only, pupil-staff ratios involving kindergarten and pre-kindergarten pupils attending a half-day session are computed as though these students are in membership for a half day. (22)

3. School grade or year enrollment: The number (headcount) of students officially enrolled in each grade or year contained within the school. A grade is a designation applied to that portion of the school's curriculum which represents the work of one regular school term. In some situations--often referred to as "ungraded"--grade designations are not used; designations appropriate for these situations are year 1, year 2, and so forth. (22)*

SCHOOL TERM: A prescribed span of time when school is open and the pupils are under the direction and guidance of teachers. The number of days in the term should be reported. (22)

SCHOOL YEAR: The school year is defined as the twelve-month period of time denoting the beginning and ending for school accounting purposes, usually from July 1 to June 30. (22)

SCORE: See Other materials format under MATERIALS FORMAT.

SEARCHING AND VERIFICATION SERVICES: See Materials acquisition services under PROGRAMMATIC ACTIVITIES.

SEATING CAPACITY: The number of chairs or other seating units available within the library area for library clientele while they use materials. The number of seats available for the library users should be given for the library as a whole, including: general reading area seats, lounge seats, group study seats, audiovisual area seats, other materials seats, study carrels, study area seats, typing room seats, seminar room seats

SEATING CAPACITY (continued)

(when available on an open basis), etc. Seats at index tables, card catalog reference tables, and other seating provided for special use or consultation should not be counted in the total, nor should seats in locked rooms not normally open to library patrons, such as auditorium and general meeting room seats. (18)*

This category may be divided into carrel seating and other seating:

1. Carrel: A desk available for individual use. Carrels may be categorized into:
   - Wet carrel: A carrel which is electrically wired for use of equipment in order to access nonprint materials.
   - Dry carrel: A carrel which does not contain electrical access nor built-in equipment with which to access nonprint materials.
2. Other seating: Include here all other seating.

SECRETARIAL/CLERICAL EMPLOYEE: See Office/clerical employee under PERSONNEL RESOURCE CATEGORIES.

"SEE ALSO" REFERENCE: See CROSS-REFERENCE.

"SEE" REFERENCE: See CROSS-REFERENCE.

SELECTIVE DISSEMINATION OF INFORMATION (SDI) ACTIVITY: The gathering and distribution of information about a specific topic and to a particular audience. Typically, SDI is a recurring activity on a regular basis and provided according to the specific interest or specification (SDI profile) of the client. Most often SDI is a product of a search of machine-readable data base. However, SDI may also be the result of a literature search of printed indexes and abstracts.

1. Selective dissemination of information (SDI) search: Activity related to the accessing of bibliographic records on a particular topic (as specified by the user's SDI profile) for purposes of producing a bibliography for the user. Typically, such searches are conducted on a regular and recurring basis, and thus are differentiated from a reference transaction.

SELECTIVE DISSEMINATION OF INFORMATION SERVICES: See Information services under PROGRAMMATIC ACTIVITIES.

SEMESTER: See PREDOMINANT CALENDAR SYSTEM.

SENIOR HIGH SCHOOL: See Secondary school under SCHOOL.

SERIAL: See MATERIALS FORMAT.

SERIAL SERVICE: See Print (or printed) materials under MATERIALS FORMAT.

SERIALS CONTROL SERVICES: See Materials organization and control services under PROGRAMMATIC ACTIVITIES.

SERIALS LIST: See CATALOG.

SERVICE AREA (OF LIBRARY): See PUBLIC LIBRARY PRIMARY SERVICE AREA.

SERVICE AVAILABILITY: The degree to which services of the library are available to the library's user group. Several criteria can be employed in determining service availability, such as the number of service outlets available to the library's user group, the number of service points provided within a service outlet for the library's user group, the geographic distribution of, and distances between, service outlets, and the hours of services available to the library's clientele. The following types of information are appropriate for determining service availability:

1. Public library primary service area

2. Service outlets: This category includes both the hours in which service outlets provide the services of its staff to the library's user group and the number of service outlets available to the library's target group. See also SERVICE OUTLET.

3. Service points: This category includes both the hours in which the service points are staffed and prepared to deliver services to the library's user group and the number of service points available within each service outlet. See also SERVICE POINT.

4. Service availability measure: The number of hours annually in which an individual service point is staffed and prepared to provide services to the library's user group. Total service availability is calculated by adding the number of service hours provided by each service point maintained by the library (i.e., the sum of individual service point availabilities). The average service availability is calculated by dividing the total service availability of the library by the number of service points maintained by the library.

SERVICE EMPLOYEE: See PERSONNEL RESOURCE CATEGORIES.

SERVICE HOURS: Those hours annually when a library, branch, or bookmobile is open and prepared to render service to its clientele. Total service hours are determined by adding the number of hours the library is open to users, or a bookmobile is in place to provide service to users. (18)*

SERVICE MONTH: See EMPLOYEE COUNTS.

SERVICE OUTLET: Any location where library materials and services are made available to the library's clientele. (5) Only those outlets which are in service at the time of reporting are included. Both number of service outlets and hours open annually should be included. Service outlets include:

SERVICE OUTLET (continued)

1. Central library: The single unit library or the library where the principal collections are kept and handled. Also called the main library. (5)* A library system may or may not have a central library.

2. Branch library: A satellite library with separate quarters, a basic collection of books, a regular staffing level, and an established recurrent schedule, administered by either the central library or library headquarters.

3. Affiliated library: A library housed in the facilities of the parent organization, and although administered by the parent organization of the library, is not under the jurisdiction of the central library or library headquarters. Examples of this are law libraries and medical libraries on academic campuses which may have their own governance and may not be within the administrative jurisdiction of the central library; departmental libraries in corporate organizations, and so forth. It should be noted that an affiliated library must meet the specifications of LIBRARY in order to be reported here.

4. Bookmobile: A truck or van especially equipped to carry books and other library materials and serve as a traveling branch library. (5) A bookmobile stop is considered to be a unique location at which the library services are rendered by bookmobile staff or from the collection of the bookmobile on a regular and prescheduled basis. Exclude stops for service to another library or service outlet.

5. Mediamobile: A truck or van especially designed and operated to distribute print and audiovisual materials. A mediamobile serves both as a delivery unit and a branch or satellite library. (5)* A mediamobile stop is considered to be a unique location at which library services are rendered by the mediamobile staff or from the collection of the mediamobile on a regular and prescheduled basis. Exclude stops for service to another library or service outlet.

6. Other service outlet: Any other location where library materials and services are made available to the library's clientele. This includes classroom collections, deposit stations, and services provided to institutions such as a hospital or prison, on a regular basis. Excluded from this category are satellite book drops, books-by-mail services, and other service points which do not provide a collection of materials nor library service on a regular basis.

SERVICE POINT: A specific location within a service outlet, at which a particular service or set of services are provided to the library's clientele. Typically, service points are staffed with library personnel responsible for the delivery of this service or set of services to the patron. Examples of service points are circulation desks, information desks, and reference desks. Both numbers and hours open (staffed and prepared to deliver service) should be considered.

SEX: Sex is reported in the 1970 census for 100 percent of the population. For those whose sex was not reported, an assumption was made by the person's first name. For the remaining cases, sex was assigned through an allocation procedure.

1. Male
2. Female

SHELVING CAPACITY: The capacity of a library for storing its collection resources, expressed by the total number of feet of shelving available for housing print and nonprint materials and by the total square footage assigned to shelving. Only the shelves in the sections used for shelving the collections should be counted. Such shelving does not include shelves for materials-in-process in technical services areas, staging or sorting shelves in the circulation areas, shelves serving as bookcases in offices, and shelves in receiving rooms used for storing transient materials.

1. Linear feet of shelving: The total length, in feet, of the shelving available for the library materials is determined by adding the length, in feet, of all of the shelves in the bookstack sections and in the audiovisual and other materials sections.
2. Assignable square feet of shelving: The total square footage of shelving is determined by adding the square feet of all floor space devoted to shelving, including walkways dividing series of shelves.

SIMULATION MATERIAL: See Three-dimensional material under MATERIALS FORMAT.

SINGLE-CAMPUS INSTITUTION: See ACADEMIC REPORTING-UNIT STRUCTURE.

SINGLE TERM: See PREDOMINANT CALENDAR SYSTEM.

SLIDE: See Projected or magnified material under MATERIALS FORMAT.

SLIDE PROJECTOR OR VIEWER: See Projecting or magnifying device under EQUIPMENT TYPES.

SLIDE VIEWER: See Slide projector or viewer under EQUIPMENT TYPES.

SOUND RECORDING: See Audiodisc under MATERIALS FORMAT.

SOURCE OF FUNDS: See CURRENT-FUND REVENUE CATEGORIES.

SPECIAL CATALOG: A list arranged in an established order which records and describes a set of resources held in the library. Typically, special catalogs pertain to holdings in a special collection of the library.

SPECIAL CATALOG TOPIC: See TOPIC OF BIBLIOGRAPHY OR SPECIAL CATALOG.

SPECIAL COLLECTION: See COLLECTION CATEGORIES.

SPECIAL EDUCATION SCHOOL FOR HANDICAPPED: See Other school under SCHOOL.

SPECIAL LIBRARY: A library in a business firm, association, government agency, or other organized group, and which does not meet the criteria for an academic, public, or school library; or a library which is maintained by a parent organization to serve a specialized clientele. Types of special library include:

1. Special library serving an institution of postsecondary education: A special library generally associated with a school or schools of a college or university. Such a special library is primarily intended to serve the research and informational needs of faculty, students, or researchers of that school. Such special libraries include medical school or health sciences libraries, law school libraries, physical sciences libraries, and theology school libraries.

2. Special library in the private sector: A special library associated with a profit or private nonprofit organization. Such a special library is generally intended to serve the research and informational needs of employees or affiliates of the organization. These libraries may be further classified into:

   - Special library in a trade or professional organization (including a trade union, county bar association, technical society, and so forth)
   - Special library in a commercial or industrial organization (including research and development, marketing, or production organizations)
   - Special library in a business or service organization (including banks, hospitals, or law firms)
   - Special library in a partnership (including law partnerships and medical practices)
   - Other special library in the private sector

3. Special library maintained by and serving a government agency: A special library controlled and funded by a government entity, such as a Federal, state, or local agency. Typically such a library is intended to provide for the research and informational needs of the employees of the particular government agency. However, some libraries may serve other functions, such as meeting the needs of the library community in general, the informational needs of the citizens of the particular jurisdiction, or the information needs of a specialized group beyond the employees of the agency (e.g., national libraries). Further refinement of this category may be:

   - National library: Specifically, this category includes the Library of Congress, the National Agricultural Library, and the National Library of Medicine.

SPECIAL LIBRARY (continued)

3. Special library maintained by and serving a government agency (continued)

   - Special library maintained by and serving a Federal agency (other than a national library): A special library funded and operated by a branch of the United States government.

   - Special library maintained by and serving a state government agency: A special library funded and operated by a branch of state government.

   - Special library maintained by and serving a local government agency: A special library funded and operated by a city, township, municipal, county, district, or other similar unit of government.

   - Other special library maintained by and serving a government agency: A special library serving a government agency in a jurisdiction other than those identified above.

4. Independent special library: A special library which is not a part of a larger organization or agency and which may provide specialized information services to the public, a segment of the public, or to other libraries.

5. Other special library: A special library not identified nor defined above.

SPECIAL LIBRARY REPORTING-UNIT STRUCTURE: The type of structure which comprises the institution or agency of which the special library is a part. Such reporting-unit structures vary significantly among special libraries and should be outlined in context of the individual special library or group of libraries. Largely the reporting-unit structure should reflect the degree of autonomy with which the library conducts its operations. The following two reporting-unit structures are presented for special libraries serving institutions of postsecondary education and for special libraries in the private sector. Other categories of reporting-unit structure may be equally as useful to the needs of the special library.

For special libraries serving institutions of postsecondary education, the following reporting-unit structures are possible:

1. A library administered by the central library of the parent institution: A library which is under the control of the director of the university libraries, or other designated administrator of the general library of the campus.

2. A library administered by the school, college, or department of which the reporting library is a part: A library for which fiscal and management control is a function of the school, college, or department directly served by the library.

3. Other reporting-unit structure: A special library serving an institution of postsecondary education which is administered by other than the above defined persons or units.

SPECIAL LIBRARY REPORTING-UNIT STRUCTURE (continued)

For special libraries in the private sector, the following reporting-unit structures are possible:

1. Single site organization: An organization which conducts its programs, services, and business at a single location.
2. Main (home) offices: A library serving the central offices of an organization which consists of these offices and one or more branch facilities. The main offices are usually the location of the core, primary, or administrative offices for the organization.
3. Branch office: A library serving a division or branch facility of an organization consisting of main (home) offices and one or more branch facilities. A branch office is considered to be at a distance from the main (home) offices and for which a relatively stable administration is in place.
4. Division of the main (home) offices: A division of a corporate body which is located in the same facilities as the parent organization (i.e., main offices) but which is separately served by a library of the division.
5. Joint library: A library that serves two or more independent organizations.
6. Other reporting-unit structure

SPECIAL LIBRARY TARGET GROUP: The population which the library is intended to serve. Typically, target groups of special libraries are best categorized by employment or affiliation. Special libraries serving institutions of postsecondary education may best describe the target group in similar terms of those employed in academic libraries. Special libraries in the private sector may employ the following descriptors or some variation thereof.

1. Security clearance status: A descriptor of the degree to which members of the target group may access security classified documents held by the library (if applicable).
2. Employee counts: Employees of the parent organization should be considered on the basis of their involvement in research or other activities which require varying levels of library support, and upon the discipline in which such activities are being conducted.
3. Other target group descriptors

Special libraries maintained by and serving government agencies may consider the following descriptors or some variation thereof:

1. Government officials: Elected or appointed officials, legislators, and judges affiliated with the agency, and for which library services are provided.

SPECIAL LIBRARY TARGET GROUP (continued)

2. Employee counts: Employees of the agency should be considered on the basis of their involvement in research or other activities which require varying levels of library support, and upon the discipline in which such activities are conducted.

3. Contractors: Individuals conducting research or other activities under contract to the parent organization and who, by virtue of this contract, may access the services of the library.

4. Other target group descriptors

Independent special libraries and other special libraries should define their target groups according to those descriptors which best serve to determine the types of services, facilities, or resources necessary, and the resource and service utilization of these groups.

SPECIAL LIBRARY USER GROUP: Those persons, either within the library's target group, or other, who actually utilize the resources or services of the library. Types of special library user groups correspond to target group descriptors and may also include additional descriptors for nontarget group users.

SPECIAL USE FACILITY: See ROOM USE CATEGORIES.

SPECIALIST/LIBRARY PROFESSIONAL: See PERSONNEL RESOURCE CATEGORIES.

STACK: See Study facility under ROOM USE CATEGORIES.

STACK MAINTENANCE SERVICES: See Collection maintenance services under PROGRAMMATIC ACTIVITIES.

STANDARD LIBRARY IDENTIFICATION NUMBER: See The American National Standards Institute Standard Library Identification Number (SLIN) under LIBRARY IDENTIFIERS.

STANDARD METROPOLITAN STATISTICAL AREA: See Address under LIBRARY IDENTIFIERS.

STANDING ORDER: A general direction to a vendor or publisher to supply future issues of a continuation as issued until otherwise notified. (1)*

STATE LIBRARY: A library maintained by state funds, which preserves the state records and provides books for use of state officials, books relating to the history of the state, books published by authors living in the state, and newspapers published in the state. In many states, the state library may provide a collection to meet any resident's needs for books or information.

STATE LIBRARY AGENCY: The state organization existing to extend and improve library services in the state. Its functions may include the planning of statewide public library service, promotion of the development of these libraries, supervising library provision with a view to improving services by formulating and enforcing minimum standards; providing a consulting and advisory service to librarians, boards of trustees, and citizens' groups within the state; administering a state system of grants-in-aid as well as Federal grants-in-aid to libraries; providing supplementary services such as interlibrary loan and traveling libraries; and providng a centralized information and bibliographic service; centralized cataloging; providing library services to school, clubs, and individuals where no public library services exist. (12)*

STEREOGRAPH: See Projected or magnified material under MATERIALS FORMAT.

STRIP-FILM: See Filmstrip or filmstrip set under MATERIALS FORMAT.

STUDENT ASSISTANT: An employee of an academic library who is simultaneously enrolled on a regular basis in the academic institution of which the reporting library is a part. Typically (although not always) these employees perform non-technical duties within the library and would be categorized as office/clerical personnel. Note: Service months of these employees should be included under the appropriate employee classification (e.g., office/clerical, etc.).

STUDENT COUNTS: See ACADEMIC STUDENT COUNTS and/or SCHOOL STUDENT COUNTS.

STUDY FACILITY: See ROOM USE CATEGORIES.

SUBJECT HEADING: A word or group of words indicating a subject under which all material dealing with the same theme is entered in a catalog or a bibliography, or is arranged in a file. (1)

SUBJECT MATTER: See DISCIPLINE/SUBJECT MATTER.

SUBJECT SPECIALIST: See Specialist/library professional under PERSONNEL RESOURCE CATEGORIES.

SUBSCRIPTION: The arrangement by which an organization, publisher, or an agent provides the library with copies of a periodical, newspaper, or other serial as issued. (5)* Include only those subscriptions currently received by the library. For reporting purposes, the number of titles (excluding duplicates) and the number of subscriptions (including duplicates) should be counted.

SUPERINTENDENT OF DOCUMENTS (SuDoc) CLASSIFICATION: See CLASSIFICATION SYSTEM.

SUPPORT SERVICES: See Logistical and physical plant operations under PROGRAMMATIC ACTIVITIES.

SUPPORT FACILITY: See ROOM USE CATEGORIES.

T

TARGET GROUP: Those persons whom the library by its mission is intended to serve. See also ACADEMIC LIBRARY TARGET GROUP, PUBLIC LIBRARY TARGET GROUP, SCHOOL LIBRARY/MEDIA CENTER TARGET GROUP, and/or SPECIAL LIBRARY TARGET GROUP.

TARGET GROUP IDENTIFIERS/TRAITS: Individual attributes of members of the target group. See also ACADEMIC LIBRARY TARGET GROUP, PUBLIC LIBRARY TARGET GROUP, SCHOOL LIBRARY/MEDIA CENTER TARGET GROUP, and/or SPECIAL LIBRARY TARGET GROUP. Specific identifiers and traits include:

1. Individual identification: The name, address, and other identification of the member of the target group.
2. Age
3. Sex
4. Race/ethnic identification
5. Handicap category
6. Language proficiency
7. Disadvantage status
8. Discipline/subject matter of major interests
9. Educational attainment/level
10. Employment category
11. Family income

These descriptors should be selected in light of the implications for services or service utilization. Thus, for example, age of the individual is of only limited significance for academic libraries, while among public libraries, age ranges of the target population influence both services and service use.

TEACHER: See Classroom teacher under SCHOOL LIBRARY/MEDIA CENTER TARGET GROUP.

TECHNICAL EMPLOYEE: See PERSONNEL RESOURCE CATEGORIES.

TECHNICAL HIGH SCHOOL: See Vocational technical high school under SCHOOL.

TECHNICAL SERVICES: See PROGRAMMATIC ACTIVITIES.

TELEVISION RECEIVER: See Electronic display device under EQUIPMENT TYPES.

TELEWRITER: See Electronic display device under EQUIPMENT TYPES.

TERMINAL: See Computer terminal under EQUIPMENT TYPES.

THREE-DIMENSIONAL MATERIAL: See MATERIALS FORMAT.

TITLE: See COLLECTION COUNTS.

TITLES ADDED: The number of new titles acquired by the library.

TITLES REMOVED: The number of titles (last copies) removed from the collection.

TOPIC OF BIBLIOGRAPHY OR SPECIAL CATALOG: The central theme or subject to which entries in the bibliography or special catalog apply.

TRADE LIST: See Publisher's and book trade list under REFERENCE COLLECTION.

TRANSACTION DURATION: See Activity measures under PROGRAM MEASURES.

TRANSFER-IN: See CURRENT-FUND REVENUE CATEGORIES.

TRANSFER-OUT: See EXPENDITURE CATEGORIES AND TRANSFERS.

TRANSPARENCY: See Overhead transparency under MATERIALS FORMAT.

TRAVELING LIBRARY: A small collection of selected books, or other library materials sent by a library for the use of a group or community during a limited period. Include here materials lent for classroom collections and extension classes. (5)*

TRIMESTER: See PREDOMINANT CALENDAR SYSTEM.

TUITION AND FEES: See CURRENT-FUND REVENUE CATEGORIES.

TYPICAL MONTH: A typical month is a month in which the central library and other service outlets are generally open during regular hours for the library's clientele, and in which the library's clientele utilizes the library on a normal basis.

TYPICAL WEEK: A typical week is a week in which the central library and other service outlets are open during regular hours for general users and which does not contain any holiday. (18)*

U

UNBOUND PERIODICAL: See Periodical under MATERIALS FORMAT.

UNCLASSIFIED FACILITY: See ROOM USE CATEGORIES.

UNDERGRADUATE STUDENT: See ACADEMIC STUDENT LEVELS.

UNRESTRICTED REVENUES: See REVENUE RESTRICTION CATEGORIES.

UPPER DIVISION: See ACADEMIC COURSE LEVELS.

USER DIVISION: See PUBLIC LIBRARY USER DIVISIONS.

USER GROUP: The members of the library target group and nontarget group members who actually use the resources or services of the library. User groups are described in the same manner as the appropriate target groups, i.e., Academic Library Target Group, Public Library Target Group, Special Library Target Group.

USER INFORMATION AREA: See Study facility under ROOM USE CATEGORIES.

V

VERTICAL FILE MATERIAL: See Other print material under MATERIALS FORMAT.

VERTICAL FILES: See Reference collection under COLLECTION CATEGORIES.

VIDEODISC: See Electronic display material under MATERIALS FORMAT.

VIDEOPLAYER: See Electronic display device under EQUIPMENT TYPES.

VIDEOTAPE: See Electronic display material under MATERIALS FORMAT.

VIDEOTAPE RECORDER: See Electronic display device under EQUIPMENT TYPES.

VOCATIONAL TECHNICAL HIGH SCHOOL: See Secondary school under SCHOOL.

VOLUME: For reporting purposes, a volume is a physical unit of any printed, typewritten, handwritten, mimeographed, or processed work, contained in one binding or portfolio, hardbound or paperbound, which has been cataloged, classified, and made ready for use. (5, 18, 19, 20) See also Physical unit under COLLECTION COUNTS.

VOLUME EQUIVALENCY: The equivalent number of volumes that microform materials would be if they had been obtained in print. Volume equivalency may also refer to other nonprint materials--e.g., audiorecordings, etc.--where one physical unit is the equivalent of one volume.

VOLUNTEER: See Contributed (volunteer) services under EXPENDITURE CATEGORIES AND TRANSFERS.

W

WAGES: See Compensation under EXPENDITURE CATEGORIES AND TRANSFERS.

WET CARREL: See SEATING CAPACITY.

WORK ENVIRONMENT/STAFF MORALE: See Performance measures under PROGRAM MEASURES.

AUTHORITIES FOR DEFINITIONS

*Original definition modified by the staff of the Library Statistical Data Base project at the National Center for Higher Education Management Systems.

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18. National Center for Education Statistics: Library General Information Survey (LIBGIS I), Academic Library Survey, Fall, 1975.

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24. Recommendation Concerning the International Standardization of Library Statistics, UNESCO, Paris, November 1970.

25. Resource and Bibliographic Support for a Nationwide Library Program by Vernon E. Palmour et al for National Commission on Libraries and Information Science, August 1974.

APPENDIX

ACKNOWLEDGMENTS

Hundreds of individuals have been involved in the development of this Handbook. Representatives of national associations and of various state and Federal agencies served as advisors for this project. Other individuals who reviewed materials channeled their contributions through organizational representatives or directly to the contractor. It is impossible to list every individual who contributed to this Handbook. The organizations and individuals below, however, deserve special recognition.

Project Review Group

Representatives from the major special interest communities of the library world were invited and accepted to serve on the Project Review Group. These individuals provided direct input to the contents of the Handbook and were responsible for overall review of the final product. Two meetings of this group were held during the course of the project. The two-day meetings were held in Chicago, Illinois, and Denver, Colorado. These individuals are listed below according to association represented and by title and location at the time of the project.

AMERICAN ASSOCIATION OF SCHOOL LIBRARIES

Representative:
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AMERICAN LIBRARY ASSOCIATION LIBRARY ADMINISTRATION DIVISION

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Representative:
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Statistics for School Library Media Centers Committee

Representative:
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AMERICAN NATIONAL STANDARDS INSTITUTE Z39/SC7 COMMITTEE

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ASSOCIATION OF COLLEGE AND RESEARCH LIBRARIES

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FEDERAL LIBRARY COMMITTEE OF THE LIBRARY OF CONGRESS

Representative:	James Riley Executive Secretary Federal Library Committee of the Library of Congress Washington, DC

PUBLIC LIBRARY ASSOCIATION

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SPECIAL LIBRARY ASSOCIATION

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In addition to the above official membership of this group, the following individuals participated in meetings of the Project Review Group and provided major contributions to the success of this project:

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Sandra K. Paul
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The Federal Representatives Panel

Representatives of Federal agencies involved in the library community were invited and accepted to serve on the Federal Representatives Panel. These individuals provided basic contributions both to the Handbook and to the implementation strategies forwarded to the National Center for Education Statistics. This panel also was instrumental in the identification of Federal-level information needs as discussed in this Handbook. Two meetings of this group, each of two-days duration, were held in Washington, DC, during the development of this Handbook. These individuals are listed below by agency affiliation and according to title and location at the time of the project.

ARMY LIBRARY

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DEPARTMENT OF COMMERCE

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Representative:
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LIBRARY OF CONGRESS

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Special Librarians Task Force

Representatives from statistical interests in the special library community were invited and agreed to serve on the Special Librarians Task Force. These individuals identified data elements and terminology appropriate to the special library community and contributed significantly to the special library component of the Handbook. The Special Librarians Task Force met for one two-day meeting in Boulder, Colorado, during the course of the Handbook development. These persons are listed according to affiliation, location, and title at the time of the project.

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Initial Project Advisory Group

In addition to the advisors specifically invited to serve on the above groups, the following individuals were members of the Project Advisory Group for the Library Statistical Data Base Project (funded by the Office of Libraries and Learning Resources, Office of Education, and The Western Council of State Libraries) upon which the Handbook is fundamentally based. This group met for three two-day meetings during the course of the data base development in Washington, DC, Denver, Colorado, and Boulder, Colorado. These persons are listed according to title and location at the time of the project.

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Other members of this group, who are currently serving as advisors and listed on above groups include Ronald Dubberly, Katherine Emerson, Vernon Palmour, and Frank Schick.

In addition to the above formal membership of this group, the following individuals participated in meetings of the Initial Project Advisory Group.

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Consultants and Consultants Panel

During the course of the Handbook project, the following individual served as a consultant and a visiting scholar to the Library Handbook Project and contributed significantly to the overall outcomes of the project:

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  Head of Public Services
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The following individuals participated in a two-day meeting examining performance measures and evaluation, held in Denver, Colorado, during the development of the Library Statistical Data Base. This group provided basic input to many of the components employed in this Handbook. Individuals are listed according to location and title at the time of the meeting.

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Other participants in this meeting included Harold Olsen and Robert Burns.

State-Level Review

The Colorado State Library Agency and the Colorado Public Library Guidelines Committee, along with other public librarians in the state of Colorado, participated in a review of the state-level information needs as employed in this *Handbook*. These individuals contributed significantly to the concepts of state reporting requirements and the public library component as outlined in this *Handbook*. These individuals are listed according to title and location at the time of the project.

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Reference Component Evaluation

The following individuals responded to an evaluation of the reference terminology and concepts employed in the Handbook. Individuals were members of the American Library Association Statistics for Reference Committee at the time of the evaluation. These individuals are listed according to title and location at the time of the evaluation.

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Academic Library Pilot Test

The following individuals conducted a pilot test of the academic component of the Library Statistical Data Base, which has been incorporated into the Handbook. In addition to the individuals named, Scott Bruntjen acted as project director for the pilot test. Individuals are listed according to location and title at the time of the test

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